



Managing Employees During a Pandemic

Staff morale affects your company's success. During trying times it's important to keep your staff motivated. However, COVID-19 is leading to employee anxiety, frustration and burnout. If left unaddressed, these feelings can impact productivity and engagement, leading to poor work quality and errors.

Below are some ways to help support and manage your employees as we face a new normal:

- **Communicate. Communicate. And, communicate again.** Make sure employees know the steps you are taking during the pandemic. Keep them informed on what is happening and how the company is preparing for uncertainty. Post news and updates, use internal social media outlets, get together for virtual team chats, hold virtual town halls. The more the employees see the positive steps that are being taken, the better it is for their anxiety.
- **Sense employees' need for support.** Observe signs of distress among your people both directly and indirectly through observation. Schedule and keep regular check-ins with your team. Have one-on-one meetings to get a sense for how people are feeling. If you don't know how to help someone, call your EAP to discuss how you might approach someone who is struggling.
- **Use objectives to create clarity.** One way to keep employees motivated is to help them see how what they are doing contributes to the success of the company. Help them see the link between the work they do and the company's vision and mission. Clear objectives and regular updates can boost employee confidence and help them see that what they do matters.
- **Listen.** You can only provide support to fix employee concerns when you know what they actually are. Listen to what employees tell you. Brainstorm with them on options to clear obstacles they are facing. Staff who feel they are being heard are better able to focus on their work, have less opportunity to focus on distractions, and feel that their employer cares about them.

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