

How to Respond to Employee Anxiety

COVID-19



1 HAVE A PLAN

Think ahead and stay well-informed so that you can answer employees' questions. Compile FAQs and share with employees.

2 COMMUNICATE

Let employees know that they can expect regular updates from you. Communicate even if the situation remains unchanged.

3 EMPATHIZE

Let employees know that you see their stress and that it's okay to be anxious. Provide resources for those experiencing stress or anxiety.

4 REASSURE

Let workers know that you are trying to keep them safe. Refer to reports indicating that not everyone becomes infected, and most with the virus recover.

5 UNDERSTAND

Understand that work and workers will be impacted. Let staff know that expectations will shift accordingly, but that it will be ok.

6 RECOGNIZE

Stress can lead to anxiety and even panic. Recognize when it has become unmanageable for individual workers. Encourage self-care in the workplace.