

Providing Support in Times of Need

News of a violent incident may increase stress and make people feel unsafe. As a manager, you may wonder how to provide support to your staff. It is important to acknowledge your team's emotional reactions to the situation. These may vary from person to person, and could include:

- ▶ Shock or numbness
- ▶ Withdrawal from others
- ▶ Sadness and crying
- ▶ Anger
- ▶ Confusion
- ▶ Helplessness
- ▶ Difficulty concentrating
- ▶ Agitation or irritability
- ▶ Talking more with others

Remember that most emotional responses are normal and that it is likely they will change over time. Individuals may cycle through a variety of emotions in the hours, days, and weeks, that follow an incident. Some people may be "back to normal" in a few hours; for others, it may take days or even longer, especially if they have been personally impacted by violence.

While there is no way to make it "all better," being sensitive to your team's feelings and showing that you care will help them move through shock, loss, pain, and fear. These steps may be helpful:

- ▶ **Reach out.** Ask people how they are doing and "manage by walking around." Listen and validate



feelings. People will wonder, "Does the company care?" Your availability and concern will provide the answer.

- ▶ **Remind staff that LifeMatters is available.** Your team and their families have access to LifeMatters 24/7/365.
- ▶ **Take time for yourself.** Remember to set aside personal time to cope with your own feelings. Practicing good self-care will set a positive example for your team.
- ▶ **Use available resources.** LifeMatters consultation and coaching is available to assist you with any concerns you may have about an individual team member or your work group as a whole. The healing process takes time, and LifeMatters is committed to helping you restore and maintain the health and wellbeing of your staff.

For more suggestions on how to assist your work group with feelings related to a violent incident, call the LifeMatters Management Consultation Service. Help is available 24/7/365.

Call the **LifeMatters®** by Empathia Management Consultation Service toll-free anytime. **1-800-367-7474**

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