WHEN TRAGEDY STRIKES IN THE WORKPLACE

GUIDELINES FOR MANAGERS

1 | REACH OUT TO EMPLOYEES
   - Acknowledge the tragedy
   - Provide opportunities for togetherness
   - Organize a diffusing
   - Accept all feelings (don’t cheerlead or argue)
   - Respect individual differences
   - Wander around and ask “How are you?”
   - Don’t forget all the victims, including family members and those “off-site”

2 | PROTECT EMPLOYEES FROM FURTHER HARM
   - Protect from media
   - Clean up
   - Meet physical needs
   - Protect employees from blamers
   - Don’t overprotect/don’t give false reassurance

3 | KEEP EMPLOYEES INFORMED
   - Provide information about what has happened; what the company is doing; what the company will do; what the system is doing; and how the family is coping
   - Acknowledge any lack of information and explain when information will be available
   - Information should be timely, honest, understandable
   - Provide regular “briefings”

4 | ORGANIZE CHAOS
   - Take time to develop a simple plan
   - Ask for help from employees – they want to help
   - Delegate tasks according to strengths
   - Maintain a normal business routine
   - Ask for outside help
5 | REINFORCE STRENGTHS IN THE WORKPLACE

- Listen for strengths
- Support reminiscing
- Support “saying goodbye” rituals
- Support employee grieving and remembrance activities
- Point out what employees did right
- Provide comforting information about the family
- Thank employees for their help in managing the crisis
- Reinforce “positive thinking” when it comes from employees