



# How to Help Employees Manage Stress & Navigate Change



## Key Takeaway:

Identify **strategies** to manage stress and navigate change for every COVID-related decision. Build your strategies into a Plan or Playbook (even if the plan is in the form of a 1-page outline).



### Know the effects

- ▶ Avoid general assumptions and speculations
- ▶ Appreciate that people are affected differently
- ▶ Implement stress surveys
- ▶ Consider no-cost or low-cost benefits
- ▶ Build stress relief measures into meetings



### Amplify compassion

- ▶ **Look:** use powers of observation, beyond the spoken words
- ▶ **Listen:** let people be open about mental & physical well-being
- ▶ **Feel:** when negativity is expressed, acknowledge your understanding
- ▶ **Respond:** take the time to follow-up with kindness & practicality



### Measure & Incentivize

- ▶ Identify small steps, track progress and celebrate success
- ▶ Keep reinforcing positive results; share "what's in it for them"
- ▶ Identify Influencers and give them a role in affecting change
- ▶ Reward people for maintaining standards & satisfying customers
- ▶ Have a visual to report progress