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