

TAKING CARE OF ESSENTIAL WORKERS

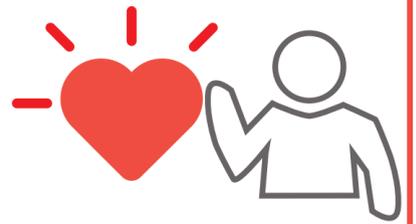
ADVICE FOR LEADERS

Demonstrate positive attitudes

When dealing with problems, optimism and commitment will influence the atmosphere within your team. During a crisis it is important that senior management are available and visible either physically or through digital platforms. Leaders need to show they care, understand and support their workers by being prepared to listen particularly to those on the front line.

Show you care

Demonstrate compassion, putting the needs of the worker first, particularly if they are struggling with mental health, have worries about their elderly parents or children, or are going through a divorce or bereavement.



Maintain standards



Whilst it is difficult to maintain all standards during a crisis it is important to identify the standards which can be maintained and maximised such as demand, control, support and relationships.

Set some boundaries



Organise resources to ensure that your teams are taking care of themselves by taking breaks, time off, getting enough sleep, eating a healthy diet and taking exercise. Set good standards by looking after yourself too.



Maintain routines

Starting each day or shift with a briefing creates a sense of normality and control. The briefing helps to make sure that everyone is aware of what is happening and avoids gossip and rumour. It should be two way providing an opportunity for the team to talk about their experiences, to discuss and identify solutions to problems.

Create a sense of coherence

Some people are more resilient than others in any situation. To increase resilience in all your staff make sure they have a sense of purpose, their work is manageable and re-enforce positive attitudes by explaining the purpose and benefit of the tasks to be performed.



Reach out

The future is uncertain and providing comfort through false hope and unrealistic promises is not a good strategy. What is needed from supervisors is openness, closeness and accessibility to respond and soothe through difficult times. This is important for those at work but also for those who are ill, in quarantine or laid off.