



Supporting Employees While Managing Productivity

Every day we must deal with uncertainty. However, in the past year or so issues such as the economy, the stock market, job insecurity, as well as one's own personal problems all have contributed to a pervasive sense of uncertainty.

You should expect that your staff might be dealing with a variety of uncomfortable feelings such as uncertainty and fear at this time. The following guidelines may be helpful.

- Be positive and show a genuine concern for your employees. Be willing to **listen** to your employees and their concerns.
- Acknowledge the gravity of the situation.
- Be mindful that people in your department or work area will have differing opinions and respond differently to current events.
- Value and appreciate those differences. Communicate your expectation that employees do the same.
- Maintain regular scheduling and routine functioning in your department or work area.
- Communicate relevant information regarding the financial strength of Aurora.
- As a leader, recognize your own vulnerability and make use of available resources as needed.
- By your example, show employees how to balance work and home.
- Avail yourself and your employees of Surviving and Thriving in Challenging Times materials.
- Make employees aware that many resources are also available on the EAP website at www.aurora.org/eap under "Information for employees of client companies." In particular, the "Legal and Financial Resource Center"
- Remind employees that they can call Aurora's Employee Assistance Program at **1-800-236-3231** for free and confidential support 24 hours a day.



1 (800) 236-3231

www.Aurora.org/EAP