

Helping Your Team Transition Back to the Workplace



After being home for a long period of time, employees are starting to return to their workplaces. And after avoiding public spaces, sharing space with co-workers may feel scary. Different approaches to staying safe can add stress too. As a manager, you can help. Start by acknowledging how employees may be feeling. Then take steps to address their concerns.

Understanding Reactions to Returning to Work

For many, returning to work will bring up emotions and behaviors rooted in fear. When employees are afraid of getting sick, they have higher levels of stress and anxiety. They may even experience depression, fatigue or PTSD. At work, they may become easily irritated. This is especially true if they feel co-workers' behavior is risky. Moving to a new routine can make it difficult to focus too. It may even lead to burnout.

Know that employees will have differing reactions and emotions. Some will feel eager to reconnect and get back to "normal" after being isolated for so long. Many will experience a mix of emotions. And some may be grieving a loss.

Communicating Safety Measures

The most important thing you can do is reassure your team. Talk clearly about COVID-19 safety precautions. Leadership's endorsement of these measures is critical in helping employees feel safe. Follow guidelines laid out by organizations such as the CDC as well as state and local regulations. Clearly communicate expectations, and be sure to lead by example.

As soon as plans to reopen your workplace are announced, ask your team for feedback. Remember that they'll likely have varying (or even conflicting) approaches to staying healthy. Some may wear face masks. Some may practice social distancing. And some might ask to stay at home longer. Others may have no hesitations. Acknowledge your teams' preferences and advocate for them. Do your best to accommodate requests. Help resolve conflicts. And create an environment where employees feel comfortable voicing their needs.

Addressing the Emotional Impact

In addition to addressing the team's safety, be sure to address the emotional impact of returning to work. Rather than an immediate return to "business as usual," think about a gradual adjustment. Invite employees to be open about their stress and grief at work. Try these tips as well:

- When addressing your full team, model behavior. Speak calmly. Encourage empathy and collaboration.
- Keep a close eye on your team. Check in with each team member frequently, especially at the beginning.
- Listen for what's working well and what's not.
- Share emotional and mental health resources, such as the Employee Assistance Program.
- Consider creating private spaces for those who are grieving a loss or dealing with emotional health issues.
- Encourage team members to take mindfulness breaks. It's a good way check in with their own emotions throughout the day.

In the midst of a difficult transition, you can make the experience easier for your team. Be empathetic, thoughtful and open minded. And always listen carefully.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 if you are in the United States or the local emergency services phone number if you are outside the United States, or go to the nearest accident and emergency department. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and all its components, in particular services to family members below the age of 16, may not be available in all locations and is subject to change without prior notice. Experience and/or educational levels of Employee Assistance Program resources may vary based on contract requirements or country regulatory requirements. Coverage exclusions and limitations may apply.

Optum® is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks or the property of their respective owners. Optum is an equal opportunity employer.

© 2020 Optum, Inc. All rights reserved.