

# Frontline

A NEWSLETTER FOR SUPERVISORS FROM REACH EMPLOYEE ASSISTANCE  
www.reachline.com Spring 2020

## Leading Your Team Through COVID-19 Changes



The recent CDC COVID-19 health recommendations have come with a variety of changes and challenges that can negatively affect your team's emotional health and work performance. The following are leadership guidelines to help support you and your team.

- **Manage your personal and professional care first**  
Leading by example and taking care of yourself should be the first step in caring for your team. To balance work and family life concerns as well as making your physical and emotional health a priority, seek out professional counseling support as needed. The following REACH webinar and handout [resources](#) can also help you and your team.
- **Keep your team engaged with a “we are all learning together” approach**  
As we venture into “un-chartered waters,” your team just like you will have questions regarding changes affected by the CDC measures. Whether managing virtually or in person, create ample team opportunities to learn how to move forward together, welcoming feedback, open dialogue, and offering clarity where possible.
- **Check in often regarding team safety and performance updates**  
New challenges will arise and so will the needs of your team. Reach out regularly to respond to new concerns and questions. Provide empathy and reassurances that you are doing everything possible to support work and safety concerns.
- **Provide individual member support when necessary**  
Team member reactions will vary in response to organizational changes, and some may not be as receptive as others. Give special assistance to members that may need additional performance related support as well as referring them to REACH for personal and confidential assistance.
- **Set a positive, empathetic and hopeful tone for the people you lead**  
As you go through periods of uncertainty your team will appreciate how empathetic you are to their concerns. Strive to keep a positive and hopeful balance when messaging new policy directives or information that may negatively affect your team.

## Consultation Services

REACH provides consultation services for a variety of concerns that may affect you in your role as a supervisor. As well as providing confidential short term counseling, assessment and referral services for personal and professional concerns, REACH is available to advise you on the following employee related challenges:

- ▶ Mental Health
- ▶ Substance Abuse
- ▶ Critical Incidents
- ▶ Violence or Threat
- ▶ Leadership Skills
- ▶ Job Performance

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To speak to a REACH supervisor consultant call 1-800-273-5273

Visit us online for additional Leadership Resources

<https://www.reachline.com/supervisor-resources>

 **REACH**  
Employee Assistance, Inc.