

# Supervisors, Managers, and Union Representatives Guide to Helping Employees

## What Behaviors You May Observe – a full range of human emotions and reactions, such as...

- Employees may be in a state of shock
- Employees may be crying and or upset
- Employees may experience feelings fear, horror, disbelief, anger and/or frustration
- Employees may withdraw and isolate

## How to Support Employees

- Be willing to say nothing. Just being there is often the most supportive thing you can do to help
- Be aware that employees' thoughts, feelings, moods and behavior vary from person to person. A wide range of reactions to the incident are normal
- Allow all employees to express their reactions to the incident
- Try to answer any questions employees have. If you don't have the answer, tell them you will check on it and get back to them
- Reassure employees that you will try to provide relevant information, as is becomes available

## Suggestions for What to Avoid

- Avoid statements like, "*I know how you feel*" or "*Everything will be all right.*" These statements make some people think their feelings are not understood
- Do not attempt to explain why the incident happened. Your explanation may not be believed and may negatively impact your relationship with the employee

## Provide Information to Employees

- Give out the EAP number 1-800-222-0324; the TTY number is 1-888-262-7848
- Let them know that the EAP is available 24 hours a day, 7 days a week
- Post the EAP number in a place where employees can see it

Additional information, self-help tools and other resources are available online at [www.FOH4YOU.com](http://www.FOH4YOU.com). Or call us for more information, help and support. Counselors are available 24 hours a day, seven days a week to provide confidential assistance at no cost to you.



Employee Assistance Program

*We Care, Just Call*

**1-800-222-0364**

1-888-262-7848 TTY Users  
[www.FOH4YOU.com](http://www.FOH4YOU.com)

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