

## MANAGERS AND HR:

# SOFT SKILLS | ARE IN | HIGH DEMAND

COVID-19 has created a unique environment to do business and unprecedented demand for our products. Supporting employees is more important now than ever.

**SHOW EMPATHY.** Understand that employees are likely feeling overwhelmed with business needs and anxious about circumstances related to the pandemic. Refrain from judging. It's the only way to create a safe place where employees feel safe to ask for help.

**BE AVAILABLE.** Make yourself available to your staff to talk about fears, to answer questions and to reassure them about work and other issues that might come up.

**ENCOURAGE MENTAL HEALTH BREAKS.** Strip the stigma of mental health and offer a nurturing culture. Be sure your team is taking time off to recharge. **See self-care ideas on *Recognize and Reset* flyer.**

**STAY CONNECTED.** Use Microsoft Teams to schedule meetings. Spend the first few minutes on video to make that connection before turning off the camera to save bandwidth.

**ENCOURAGE ONLINE TRAINING.** Promote trainings—like the RISE series – to employees. This is a great time to encourage employees to sharpen their skills and focus on personal growth.

**CULTIVATE OPENNESS.** It's important to create an environment where employees feel safe sharing. For example, if you have dealt with mental health issues in the past (or still are), feel free to mention it in conversation. Even something as simple as telling your staff, "I've had a lot on my plate and don't want to burn out, so I'm going to take a mental health day tomorrow and de-stress," is incredibly powerful.

**REMINDE STAFF OF OUR EMPLOYEE ASSISTANCE PROGRAM.**

## Employee Assistance Program (EAP)

EAP is available at no cost to ALL GEA employees regardless of GEA health plan enrollment status. Each person receives five free sessions per situation.

### ANTHEM BEHAVIORAL HEALTH

anthemeap.com  
Company Code: GEAppliances  
855-873-4932

Call center and live chat open  
24 hours / 7 days a week.

### ONSITE COUNSELORS (Appliance Park)

Stephanie Medley,  
Licensed Clinical Social Worker

Amy Collier,  
Licensed Clinical Social Worker

AP4-100 Medical Center

502-452-0777

***Learn more about your EAP. →***

#### SOURCES:

- <https://supermaker.com/articles/how-to-work-from-home-without-going-nuts>
- <https://www.forbes.com/sites/anthonykarcz/2020/03/16/how-to-not-go-crazy-when-youre-working-from-home/?sh=52eccd324272>
- <http://workplacemantalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/mental-health-non-healthcare.html>
- <https://www.psycom.net/coronavirus-working-from-home-mental-health>
- [https://www.advantageengagement.com/p\\_content\\_detail.php?id\\_division=d21&id\\_module=m320&id\\_element=001&id\\_cr=99951](https://www.advantageengagement.com/p_content_detail.php?id_division=d21&id_module=m320&id_element=001&id_cr=99951)
- [https://www.actionforhappiness.org/november?mc\\_cid=2b53567375&mc\\_eid=721e83f543](https://www.actionforhappiness.org/november?mc_cid=2b53567375&mc_eid=721e83f543)
- <https://www.healthline.com/nutrition/ways-to-prevent-stress-eating-when-youre-stuck-at-home#2.-Remove-temptation>

