

# Trauma: Tips for Managers

As a manager or supervisor, you will be expected to support employees following a critical incident. You may worry that you will say “the wrong thing” in these circumstances. Your presence and compassion are the most important resources during this time. The following is a list of ways you can support employees through this process.

- Remember that processing emotions is important, necessary and inevitable. Simply “snapping out of it” will not help your employee return to a productive and comfortable life.
- You can help by creating an environment where this process is honored and supported.
- Set an example of support and professionalism. Your actions and attitudes will be what others remember and follow.
- Express your concern. Sincerity and simplicity will let the emotional person know you care.
- Stay in touch with employees. You represent the workplace to your employee.
- If you are experiencing emotions too, make time to take care of yourself as well.
- Honor the quiet moments, closed doors, and tears.
- Whenever tasks are redistributed, be sure to thank the other employees for their additional work.
- Expect the best from your employee. You can accept less than the best for a while and still express confidence in them.

**Cascade Employee Assistance Program is here to help.  
Contact us 24 hours a day at 800-433-2320.**