



Leadership | *Tip sheet*

How Managers Can Promote Resilience During Adversity

What is resilience?

Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats, or even significant sources of stress—such as family and relationship problems, serious health problems, or workplace and financial stressors. It means “bouncing back” from difficult experiences.

Research has shown that resilience is ordinary, not extraordinary. People commonly demonstrate resilience.

How can a manager promote resilience in a crisis?

Make connections. Good relationships with close family members, friends, or others are important. This might mean an employee needs to call a loved one or leave work to be with family after a crisis. If an employee doesn't have those connections, offer to connect the employee to Lucet for in-the-moment support.

Normalize reaction. In the moment it is important to remember fear, shock or tearfulness may be reactions to a traumatic event or a death. Affirm to the employee that these are normal reactions. Remember that just because an employee is tearful doesn't mean they need counseling—it is a normal reaction.

Promote self-care. Encourage employees to take care of physical needs.

Encourage employee contributions. Whether after a death of a colleague or accident at the workplace, employees might want to help in some way. Determine what would be appropriate for employee to assist with and offer them to be a part of the activity.

Check in. Showing that you are there to support employees goes a long way. Check in to see how they are doing.

◆ Your well-being is our priority.

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