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Managing Crisis Events at the Workplace

Following a crisis event, it's normal for employees to need time to recover emotionally.

Providing employees with the support they need following a crisis can reduce the likelihood of prolonged stress, anxiety and even post-traumatic stress disorder (PTSD) that can disrupt the workplace and affect employee morale and productivity, absence and overall quality of life.

Key Strategies

1. **Establish a Comprehensive Crisis Management Plan**—This should include training for employees and management on recognizing and responding to a crisis. It should also involve support structures, like a crisis response team and access to mental health resources.

2. **Education and Awareness**—Educate your workforce on the signs and symptoms of PTSD: re-experiencing the traumatic event, avoidance, negative changes in beliefs and feelings, and hyperarousal. Promote a supportive culture where employees feel comfortable sharing their feelings and experiences.

3. **Immediate Response**—Ensure immediate and supportive responses to a crisis event. This includes emergency medical care, making certain the environment is safe, and informing appropriate personnel.

4. **Debriefing**—Provide a safe space for individuals to share and process their experiences following a crisis. Trained professionals can facilitate these sessions, providing constructive ways for employees to manage their feelings.

5. **Mental Health Support**—Provide access to counseling services and mental health resources and promote use of these services without stigma.

6. **Return to Work**—When an affected employee returns to work, have a clear plan in place. This can include flexible hours, modified duties, regular check-ins with a trusted manager and continued access to mental health resources.

7. **Follow-up and Continuous Improvement**—Regularly review and improve the company's response to crisis situations. This could involve analyzing the effectiveness of actions taken, gathering employee feedback, and implementing necessary changes.

Six Core Steps in Crisis Intervention

Strategic Planning

Assessment Triage

Individual Crisis Intervention

Informational Groups

Debriefing Interactional Groups

Personal and Community Resilience

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Prevention is Key

While it may not be possible to prevent all workplace crises, an initiative-taking approach can significantly reduce their impact. Encourage open communication, provide mental health support, and foster a workplace culture that values the well-being of all employees.

Benefits of Genex's Crisis Response Program

› Communicates concern and goodwill for employees and family members experiencing normal reactions to abnormal events

› Enables the organization and its employees to recover from a crisis and return to work

› Offers the greatest opportunity for resolving psychological distress

› Significantly reduces workers' compensation stress claims, unnecessary healthcare costs, indemnity payments and litigation

› Reduces unnecessary absence and loss of productivity

To make a referral please call 1.877.391.2255

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