



# Q-tips Newsletter

June 2020



## Announcements

In such uncertain times, many people naturally suffer from elevated stress and fear levels. While being quarantined, people have used a variety of coping strategies, some not so healthy.

Employers historically have offered a variety of ways to support employees mental and physical health, from social activities to gym memberships. But with workers at home and the fitness centers closed, companies need to redirect their efforts to foster employee well being.

Fortunately, we have a variety of options to act as temporary substitutions at our fingertips. Employers can help by directing their employees to apps, websites and virtual meetings – while offering to foot the bill.

Getting employees to practice mindfulness and focus their attention to be fully present in the moment can be beneficial to employee's mental health.

Consistent and clear communication about health risks, prevents measure and available resources is the best way for company leaders to keep their employees safe and foster full-well-being during the COVID-19 pandemic.



## Employee Engagement & Communication

### Team Building During the Pandemic

#### **Virtual Happy Hours, Games & Meals: Team Building**

A survey conducted by SHRM found that 52 percent of employers are not conducting any type of team-building activities during the COVID-19 pandemic. This is important to keep employee morale up in a time where there is so much isolation. It was found that the organizations that conducted virtual get togethers had employees who felt more connected and a sense of normalcy.

### **8 Tips for Communicating with Employees During a Crisis**

- 1. Be proactive.** Anticipate and plan for crises that your organization could encounter before they happen.
- 2. Get a team together.** During the planning phase, identify employees who will make up the crisis management team-the people who will know what to do when disaster strikes.
- 3. Do not expect employees to come to you.** Implement a notification system that quickly reaches out to employees with accurate information and guidance.
- 4. Do not put up roadblocks.** Trying to keep employees from communicating about crisis via social media is futile. Instead, help them shape their messages by giving them correct information in a timely manner.
- 5. Act fast-but only say what you know to be true.** Speed is of the essence when it comes to crisis communications, but it should not come at the price of accuracy.
- 6. Do not go silent.** If your organization is not yet ready to response to an emergency, HR should at least let staffers know that the organization is gathering information and will follow up as soon as it can.

**Law Update** At this time, there have been no new state law updates posted for June.

### Webinars

- COVID-19 HR Guidance & Best Practices
- How to Support Mental Health in the Workplace
- "It Won't Happen Here" & Other Myths about Workplace Violence

If you would like information on any of the above webinars, please contact Shelly Holloway.

- ~~7. **Test then test again.** The most well-crafted communication plan will not be very helpful if employees have no idea what it is or how to use it. At least once a year, test the process to find out from workers what it does and does not do well, and then adjust accordingly.~~
- 8. Evaluate.** Post-crisis assessments are as important as pre-crisis plans. After the fact, review how the internal communication plan was executed. Determine what succeeded and what can be improved.

21 Business Park Drive, Branford, CT 06405  
Office: 203.946.0320

[jhall@qbens.com](mailto:jhall@qbens.com)  
[porlando@qbens.com](mailto:porlando@qbens.com)  
[sholloway@qbens.com](mailto:sholloway@qbens.com)