



PEOPLE
BUSINESS
EMPLOYMENT LAW

BULLETIN – COVID-19

Coronavirus is proving to be a real test of leadership. We hope you will find the truisms below useful.

CUTTING THROUGH CONFUSION

Right now, uncertainty is the elephant in the room for your staff. Uncertainty leads to confusion. An effective way to cut through confusion is to find out what the uncertainty is about. Not generally, but specifically.

- Step 1 Talk to your staff and find out what **exactly** their **personal concerns** are. Identify those who need private or special help, so that you can support them individually.
- Step 2 Prepare a list of the concerns and responses to each concern. Get help where you don't have a response.
- Step 3 Ask the person(s) with most influence in your team to join you in addressing the concerns. Jointly find the most effective way to do it. Face to face interaction is most effective.

DISASTER RESPONSE

Some really useful information is available for free [here](#). It's not necessary to reinvent the wheel – pick the elements that resonate with you and your leadership team and use that to lead your staff through the uncertainty ahead.

Focus is more important than an exact copy. Your concerted efforts will make it work.

MENTAL HEALTH SUPPORT

You might find these pointers useful -

- Remember that this disaster will pass, too.
- Name the feelings that concern you. They are normal human reactions.
- A problem shared is a problem halved.
- Routines provide structure. So do your friends and family.

The Ministry of Health has more advice [here](#)

CENTRAL SOURCE OF GOVT INFORMATION

A website with all Government information on Covid-19 is [here](#) The horse's mouth, really.

This article is brought to you by the Window and Glass Association's free employment helpline 0800 692 384. If you have any questions or would like to discuss the bulletin above, please call Philip or Anthony on the helpline.