

# Frontline

A NEWSLETTER FOR SUPERVISORS FROM REACH EMPLOYEE ASSISTANCE

www.reachline.com

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## Managing your team through a traumatic event



Traumatic events, witnessed through media sources, or personally experienced, can affect work performance. As one on the “frontline” of your organization, the following are a few facts and suggestions that may help you in caring for your team.

### **A traumatic event produces a stress response like that of a major loss. Common emotional reactions include:**

- \* Shock or numbness
- \* Fear and anxiety attacks
- \* Sense of helplessness
- \* Anger or rage
- \* Depression and sadness
- \* Feelings of being unsafe

### **The emotional responses can cause physical symptoms, such as:**

- \* Dizziness
- \* Headaches
- \* Weakness or fatigue
- \* Changes in appetite and sleep
- \* Muscle tension
- \* Nausea

### **Work performance concerns may include:**

- \* Absenteeism or tardiness
- \* Inability to concentrate
- \* Emotional outburst
- \* Withdrawal
- \* Accidents or frequent mistakes

### **Providing support for you and your team:**

- ☉ Remind your team that REACH assistance is available if confidential professional support is needed.
- ☉ Exercise patience and control in responding to performance concerns that may be caused by a traumatic event.
- ☉ Whenever the traumatic event is mentioned as the cause of performance concerns, ask to have them clarify what additional support is needed to improve performance, as well as refer them to REACH for assistance.
- ☉ Contact REACH for additional coaching or supervisory support for unfamiliar staff concerns that may arise.

## Consultation Services

REACH provides supervisor consultation services for a variety of concerns that may affect you in your role as a supervisor. As well as providing confidential short term counseling, assessment and referral services for personal concerns, REACH is available to advise you on the following employee related issues:

- **Mental Health**
- **Substance Abuse**
- **Critical Incidents**
- **Violence or Threat**
- **Leadership Skills**
- **Job Performance**

To speak to a REACH supervisor consultant call  
1-800-273-5273

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[www.reachline.com/supervisor-resources](http://www.reachline.com/supervisor-resources)

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