Employee expresses they are not ready to return to work and feels uncomfortable with the decision that they will need to work around others.

Example Response: “I hear you and it is normal to feel uncomfortable since we are dealing with something that impacted the world. I need your efforts in the office because you are a valuable employee and in this time of crisis we need everyone on board to help us focus on the mission. We will work together as we experience the return to the office process.”

DO:

✓ Show compassion by active listening. (see Active Listening Tool)
✓ Follow up with the employee when he/she is back in the office, to provide support.
✓ Show concern by asking how the employee is handling the return to work process.
✓ Ask what drives the employee to do his/her best.
✓ Speak with peers who have managed staff that remained on base during the shutdown; seek recommendations.

DON'T:

X Talk to the employee if you are feeling frustrated. Once you are calm, follow up with the employee.
X Try to talk the employee out of his/her fears of returning to the office.
X Assume what worked for one employee in the same situation will work for another.

Explore the following resources and reach out to your division’s Human Resources Business Partner if you need further support.

Active Listening Tool: This tool will help the listener to thoroughly absorb, understand, respond, and retain what is being said.

Five Practices of Exemplary Leaders: This tool will challenge your leadership style and give you five practices of exemplary behavior.

Reflective Listening Tool: This tool will help connect what the listener THINKS the speaker means with what the speaker ACTUALLY means.

Questions?

Visit us on the web at hr.sandia.gov or contact HR Solutions at 505-284-4700