Employees are having a difficult time focusing on work because of personal situations due to the COVID-19 crisis.

A Possible Response: “The COVID-19 crisis has impacted all our lives, and we can work together to adapt. I hear your concerns and these changes were unpredictable. Our families and friends are a very important part of our lives and as a team we can support each other. Let’s discuss as a team how we can find that level of motivation to help everyone feel most productive at work.”

DO:

✓ Show compassion by listening and discovering the emotion behind the lack of engagement. Lack of engagement can impact the employee’s productivity. (See Engagement Meter)

✓ Show empathy by looking at the situation from the employee’s perspective. An easy approach is to ask yourself these two questions: What if it was me? How would I like to be treated? (See Model for Engaging the Hearts, Minds and Spirits of Others)

✓ Communicate with the employee more often to determine what kind of support he/she needs.

✓ Reach out to a mentor you trust and you know is highly empathetic to hear ideas on how he/she is handling the situation.

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

DON'T:

✗ Forget about tools that are beneficial, such as the Myers-Briggs® Type Indicator (See Introduction to Myers-Briggs® Type in Organizations)

✗ Try to talk to the employees when you are feeling disengaged yourself. (See Gratitude Tool)

✗ Make false assumptions by trying to guess what the person’s intentions are; such as, this is just an excuse for that person to continue to telecommute.

✗ Think every situation is the same; think about situational leadership. (See Situational Leadership)

✗ Stay in the freeze mode by not acting to support the employees. (See Responses to a Covid-19 World)

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

Engagement Meter: This tool will help navigate the emotion behind the lack of engagement during conversations with the employee.

Model for Engaging the Hearts, Minds and Spirits of Others: This model of engaging others with the heart is a helpful tool to navigate the situation.

Introduction to Myers-Briggs® Type in Organizations: This tool is an introduction to the Myers-Briggs Type Indicator (MBTI) assessments.

Gratitude Tool: This tool will help develop gratitude and resilience in the face of COVID-19.

Situational Leadership Resources: This tool will help managers flex into a more directive style since this is new territory for Sandians as they are dealing with COVID-19.

Responses to a COVID-19 World: This tool will help managers to get out of the freeze mode.