



## Tips for Supervisors – Helping Employees Manage After A Shooting Incident

Many people were impacted by the shootings at the Navy Yard even if they don't work there. For some, the incident brought back memories of the 9-11 attacks on the Pentagon and surfaced fears about future terrorist attacks. Those who had more significant exposure to 9-11 or other traumatic events may have a stronger reaction.

Common reactions include anxiety, uncertainty, irritability, fatigue, sleep problems, and restlessness. Additional work place impacts may include poor concentration, distractibility, concern about the safety of the work environment, withdrawal, and deteriorating performance.

Below are some ideas for navigating your own reactions and supporting your employees. Remember we are all unique and responses will vary.

- Take care of yourself (or you will not be helpful to your subordinates).
- Listen carefully.
- Offer your assistance and listening ear, even if employees don't ask for help
- Offer to help employees prioritize their work load and/or shift work or deadlines as needed.
- Give employees some private time if needed.
- Do not take employees anger or other feelings personally.
- Telling employees in distress to be strong, forget it, or to otherwise suppress their emotions is counterproductive to the healing process.
- Don't minimize the feelings of your employees. Everyone reacts differently. Tell them that you are sorry that an event has occurred and that you want to understand and assist them.
- Don't feel like you have to have all the answers or know exactly what to do. Just being there shows them that you care. (It is ok to ask them what they would like for you to do.)
- Remind employees that the Employee Assistance Program can provide additional information as well as confidential and free personal consultations.

The Employee Assistance Program (EAP) is available to provide support to managers and supervisors. If you are concerned about an employee, you may call the EAP for a confidential management consultation. If you feel that your workgroup could use additional support, please contact your EAP, the **Pentagon Employee Referral Service at 703-692-8917.**