



Grief and Loss in the Workplace During COVID-19

Best Practices & Strategies

Cindy Joyce & Susan Retik

Introductions

Cindy Joyce

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Results Coaching, CEO

Beyond the 11th, Co-Founder and CEO

Content of Webinar...



We are all experiencing loss and are grieving



Although universal, we each have our own set of obstacles and ways in which we deal with the crisis



Take care of yourself first



Be a kind and compassionate leader



Business as **UN**usual

What's Happening...



HEALTH



GLOBAL CRISIS



SOCIAL
DISTANCING



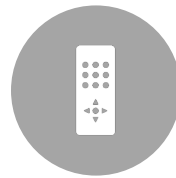
SCHOOL CLOSURES



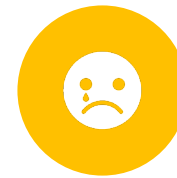
HIGH LEVELS OF
FEAR AND ANXIETY



BUSINESS
DISRUPTION



REMOTE WORK



LOSS AND GRIEF

LOSS

The state of being deprived of someone or something of value.



Routine



Social interaction



Normalcy



Freedom



In Addition to COVID-19

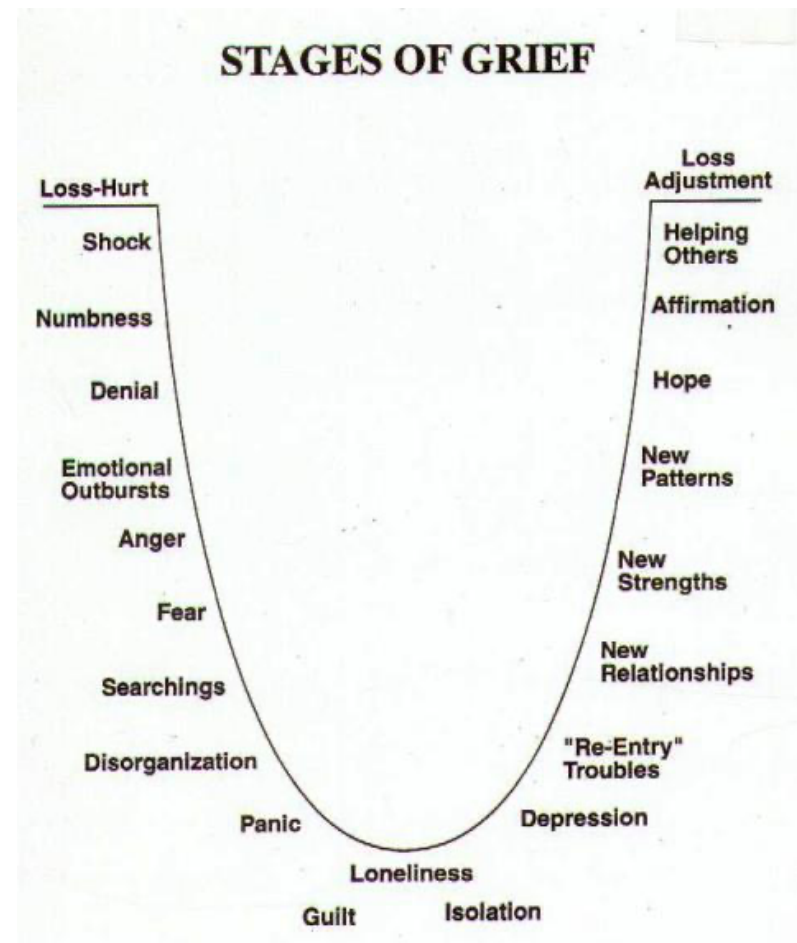
Loss that may be affecting employees...

- Loss of a loved one
- Divorce/breakup with a significant other
- Change in health (for self or family member)
- Loss of income/job of spouse
- Caring for aging parent(s)
- Miscarriage
- Loss of a beloved pet

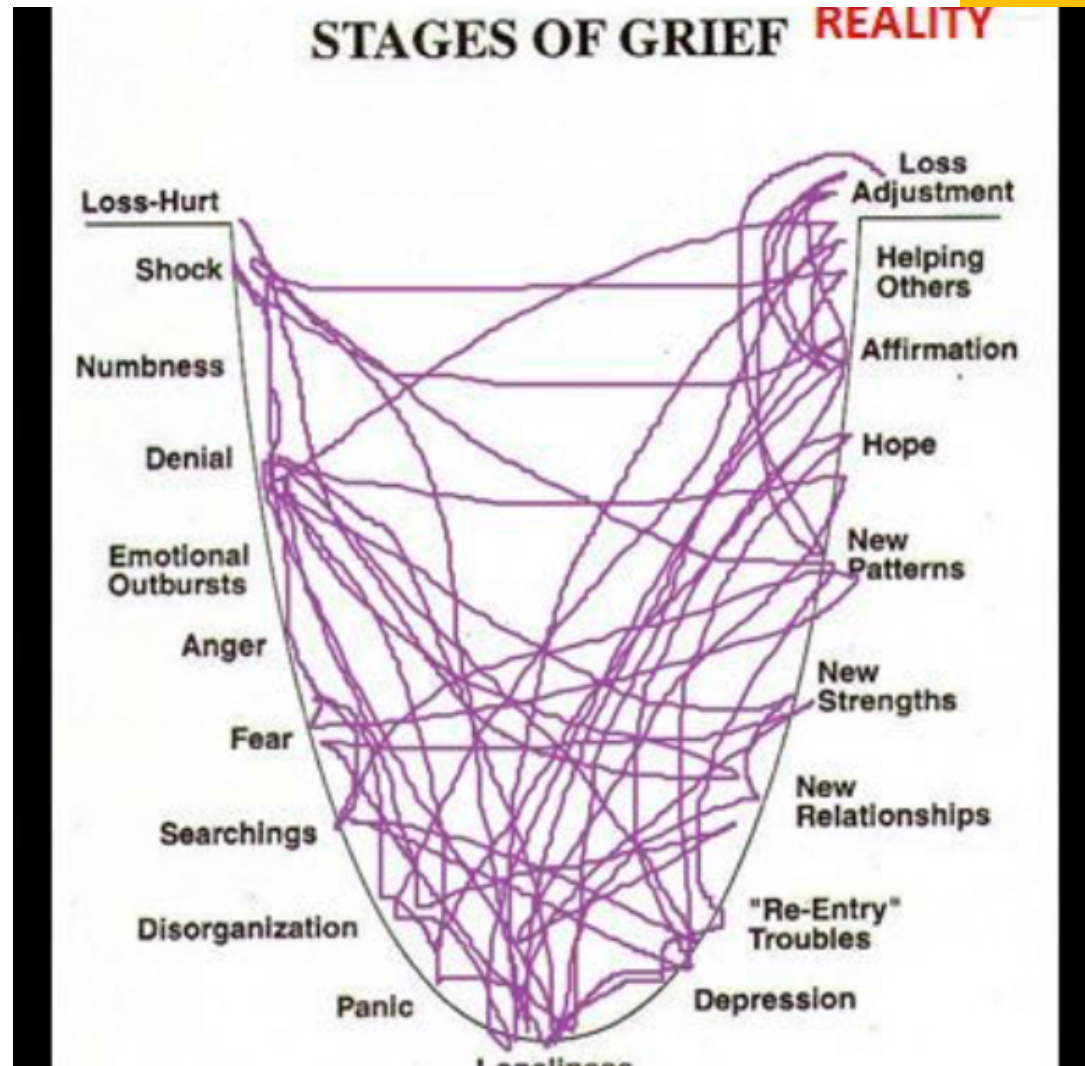
Feelings of Grief

Sorrow	Misery	Sadness	Anguish	Pain
Distress	Agony	Torment	Affliction	Suffering
Heartache	Brokenhearted	Woe	Desolation	Despondency
Dejection	Despair	Mortification	Angst	Emptiness

Stages of Grief




Reality



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Grief is **NOT**
One Size Fits
All...





Ask Yourself - How am **I** Doing?

Important to put your own mask on first!

- What worries you? What are you ruminating over? What are the bright spots?
- Which emotions are you feeling? – NAME them!
- What are you noticing in your body?
- What do you want and need? Both small and big things...

SELF Care is Vital



Quiet Reflection



Meditation



Journaling



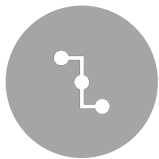
Exercise



Good nutrition



Time in Nature



Connecting with
others



Purpose

Social and Emotional Wellbeing of Team



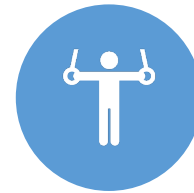
RELATIONSHIPS



COMMUNICATE



PRIORITIZE



ROUTINE



EMPATHY

What Can You Do as a Leader?

- **Acknowledge:** People are **NOT** working at home. They are at home dealing with a crisis while trying to get work done!
- Start with the relationship –**relationship before task**
- Communicate! Leaders need to be **VISIBLE** and in touch
- Make it personal - 1 on 1 meetings are critical
- Establish routines
- Prioritize – Get clear on what's important
- Focus on outcomes, not activities
- Implement autonomy and trust (give agency)...
- Be flexible
- Manage expectations - **Don't be tone deaf!**



Think Before You Speak...





What NOT to Say

- If anyone can handle this, you can
- At least...
- Time heals
- Maybe it is for the best
- It was God's will
- Being at work is what you need right now
- It's all part of a bigger plan
- I know exactly how you feel
- Don't feel that way... (sad, guilty)

Try **THIS** instead...

- What has this experience been like for you?
- How is working from home going for you?
- I am so sorry for what you're going through
- Please know I am thinking of you
- How are your doing **today**?
- I appreciate all that you share with me
- It seems like a lot of people in your family turn to you for help, who do you go to when you need support?



Key Take - Aways

One size fits all approach does NOT work. Never assume you know what someone needs – ASK.

Be FLEXIBLE – with everything including expectations...

Small gestures warrant loyalty for a lifetime.

Ask yourself – What would you like your employees to say about how you handled COVID as an organization or as a leader when we are on the other side of this...

“At the end of the day
people won't remember
what you said or did, they
will remember how you
made them feel.”

— *Maya Angelou*

What questions do you have?

