

## How Managers Can Help Employees That Have Experienced a Traumatic Incident

- **Listen** - let them simply talk.
- **Validate** - let them know that what they are experiencing is normal. They need to know that they are not crazy or weak.
- **Encourage them to seek help** - remind them that professional help is available and that it is okay to ask for help. Provide *American Behavioral* Contact information.
- **Don't judge** - don't be critical of their actions or emotions. Most people need time to start feeling and acting "normal" again.
- **Do only what you can - know your own limits.** Provide as much support as you can but don't try to be their counselor.
- **Don't provide platitudes** - don't try to make them feel better by making cliché statements such as, "everything happens for a reason".
- **Don't encourage negative coping** - don't tolerate self destructive coping methods such as drinking or drug use.
- **Respect what they are going through** - remember that everyone reacts in their own way and needs to find their own path of recovery.
- **Ask what they need** - if you are not sure how to help, don't hesitate to ask what you can do.
- **Help them find their strengths** - remind them of the strengths that you see in them.



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