

Being Prepared Is Key

Are you ready to deal with the unexpected at work? As a manager or supervisor, you have plenty to stay ahead of on a typical day. But have you given thought to the types of crises that could impact your workplace unexpectedly? This could include natural disasters occurring in your area. It could also include a crisis such as workplace violence.

The best way to deal with such challenging situations is: **be ready for them in advance.** It's quite natural to think, "That couldn't happen here." But in fact, natural and human crises can impact any workplace in any geographic region. Being aware of potentially damaging workplace situations can help you prepare should the unexpected occur. And having a plan for the "worst case scenario" can help reduce the impact on your organization.

Your awareness of potential workplace crises is the first step in protecting your staff and the organization.

Active Listening in the Workplace

See the staff member's side—Staff members need to feel that they are being heard by busy supervisors.

Listen actively—When meeting with a member on your team, remind yourself that you are there to get his or her point of view, not just to state your opinion.

Remove distractions—Don't allow office distractions to prevent you from focusing on what the person has to say.

Recognize trends—Open, regular communication between you and your team members can help you spot potential problems.

Value their input—Encourage your staff to offer their ideas on workplace issues. They may have practical insights you may otherwise miss.

As a manager, your role is to protect the interests of both your staff and the organization as a whole. This issue of *Your Source* gives you helpful ideas on how to prepare for difficult workplace challenges.

Go online today! Call 1-800-222-0364 or 1-888-262-7848 (TTY users) for confidential support. Or, log on to www.FOH4YOU.com and access *Workplace Preparedness* and other helpful resources in the *Spotlight* section. Share this with your co-workers and family members.