

RULES OF THUMB

SUPERVISORS

SUPERVISORS: VALUABLE COLLABORATORS

During a pandemic, it is vital to reassure **our most precious asset: our employees**. It's important to reduce the sense of panic and strengthen trust by communicating frequently with them.

The people best suited to do this are supervisors, because they are close to the employees and already have their trust.

Here are a few **RULES OF THUMB!**

1. Always remember to align your actions with those of management.
2. Prioritize people. Put productivity and client issues second. Your staff must feel that they are the ones who matter.
3. Communicate new information as soon as possible. Don't wait because people are quick to worry, especially if they see managers meeting and nothing happening in the hours or, worse, days that follow. Also note that people get information from the media. They will compare their situation to that of other companies. The worst thing is to be perceived as waiting for others to act before communicating or putting measures in place. That will create insecurity among staff.
4. Tell employees only what management has told you, nothing more. **Stick to the facts.**
5. When giving information, be clear and firm, and end by reassuring people and telling them that if we do what's being asked of us, we'll get through it. Everyone should understand that the expected behaviours are mandatory.
6. Set an example with small gestures: wash your hands often, sneeze into your elbow, keep your distance from others, and so on.

7. Unfortunately, some people may take your security measures lightly. You must then exercise your **authority** to ensure the health and safety of all. Of course, people need to know what the rules are and the consequences of not following them. You will have already provided that information.
8. Report frequently to the plant health and safety manager and to management, and **make sure you are constantly on the same page** via the committee that's been set up. Situations evolve very quickly.
9. **The human aspect is very important.** Some of your employees may be experiencing anxiety. Reassure them. Your door must remain open.

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