

SUPERVISOR CHECKLIST:



NATIONAL ASSOCIATION OF
**WORKFORCE
DEVELOPMENT
PROFESSIONALS**
CONNECT, ADVANCE, INNOVATE

Managing Employees During Times of Uncertainty

LEAD WITH CLARITY & CALM

- Communicate early and often about what is known regarding pay, furloughs, and operations.
- Be transparent about what you don't know and when you expect more information.
- Keep messages simple, factual, and consistent.
- Reassure staff that you'll share updates as soon as they're confirmed.
- Use only credible sources and official updates.

MAINTAIN CONNECTION & TEAM MORALE

- Hold short, regular check-ins to maintain a sense of normalcy and community.
- Ask how employees are doing personally as well as professionally.
- Encourage team members to share coping tips and available resources.
- Celebrate small successes and milestones.
- Express appreciation for flexibility, professionalism, and teamwork.

SUPPORT EMOTIONAL WELLBEING

- Acknowledge that stress, frustration, and anxiety are normal reactions.
- Remind staff of available Employee Assistance Programs (EAPs) and mental health resources.
- Be flexible with scheduling and workload when possible.
- Listen actively and without judgment.
- Offer empathy, not just solutions.

PROVIDE PURPOSE AND FOCUS

- Reaffirm your team's mission and the value of public service.
- Help employees focus on what can be done right now.
- Assign meaningful tasks such as planning, professional development, or process improvement.
- Encourage cross-training or learning opportunities during downtime.
- Emphasize contribution, progress, and purpose.

MODEL RESILIENCE AND BOUNDARIES

- Demonstrate calm and consistent leadership.
- Set and respect clear work hours and boundaries.
- Share your own self-care and coping practices.
- Encourage staff to take breaks and disconnect after hours.
- Monitor your own stress levels and model healthy behavior.

ADDRESS CONFLICT AND NEGATIVITY EARLY

- Acknowledge emotional reactions such as anger, fear, or frustration.
- Redirect negative energy toward problem-solving and solutions.
- Maintain respectful communication in all interactions.
- Mediate tensions promptly and fairly.
- Reinforce respect, collaboration, and shared purpose.

REBUILD STABILITY AND TRUST

- Once operations resume, debrief with your team about lessons learned.
- Recognize and celebrate the team's resilience.
- Strengthen communication and support systems for future challenges.
- Reinforce that every employee's effort made a difference.
- Keep gratitude and recognition visible and ongoing.