



Manager Guide

Support Your Employees' Well-Being as They Transition Back to Worksites

As employees gradually transition back to their worksites and offices after pandemic lockdowns, they will face new challenges, such as:

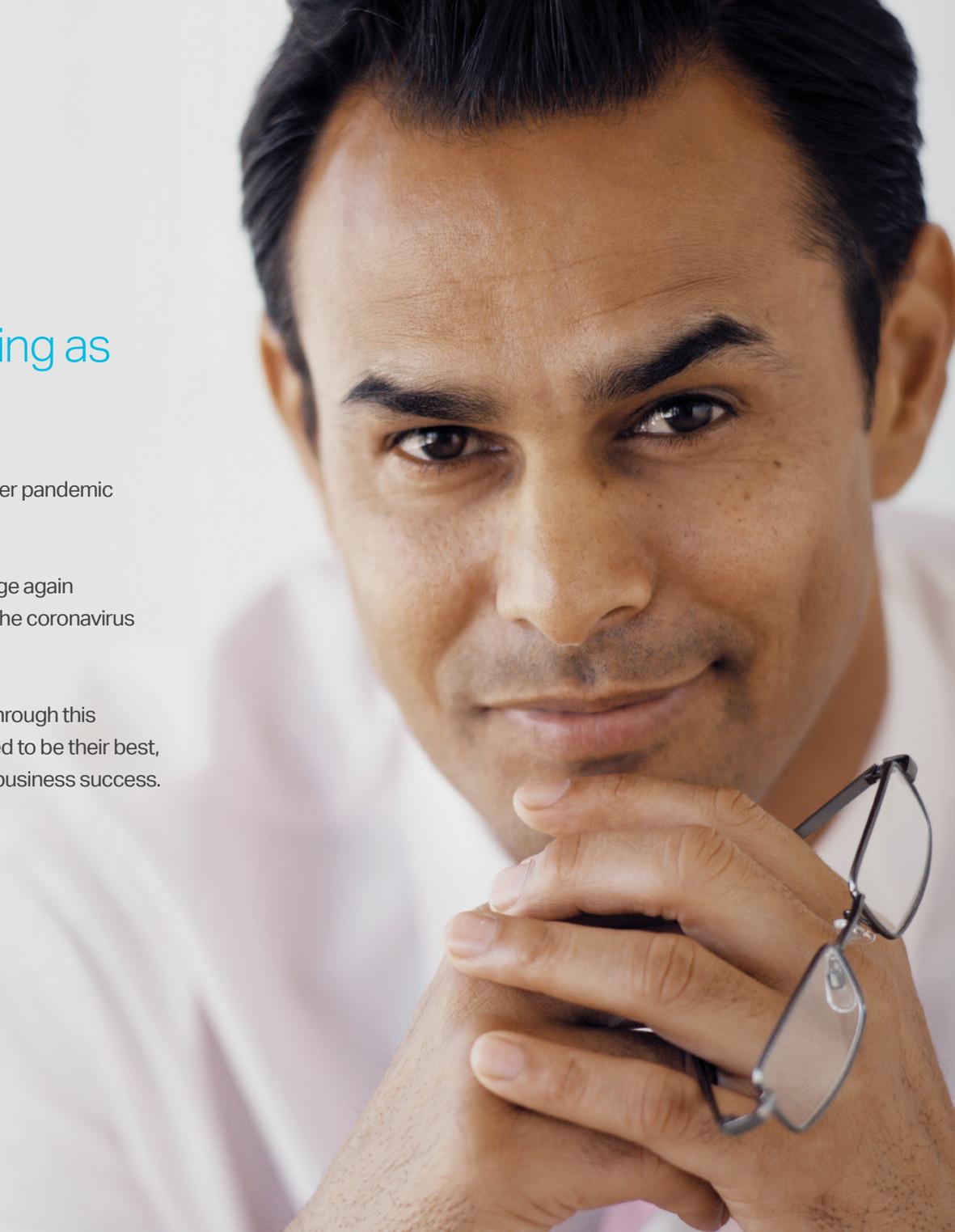
- Maintaining social distance from their colleagues
- Increased levels of stress and anxiety as their everyday routines change again
- Recovering from any financial hardships that may have resulted from the coronavirus
- Staying connected with their colleagues, friends and family members.

This guide can help you support the well-being of your team members through this transition, so they can be more resilient, more productive and empowered to be their best, which has a big impact on the performance of your team and AECOM's business success.



Pandemic Procedures

[Click here](#) for more information on AECOM's workplace guidelines and procedures for employees, managers and HR during a global pandemic.





Physical Well-Being

- **Reinforce that the safety, health and well-being of employees is one of AECOM's highest priorities and that employees should stay home if they are feeling ill.** When project demands are high, your team members may feel pressure to come into work. However, it's imperative to the health and well-being of colleagues and clients that employees stay home if they are not feeling well. For local guidelines and protocols on temperature checks, please refer your employees to their approved local Workplace Readiness Plan.
- **Advise employees who call in sick to talk to their doctor.** If telemedicine services are offered through your local medical plan, remind them that they can speak with a physician about any non-emergency medical issue by video chat, text, email or phone during the day or evening. **Important note:** There are protocols in place for employees that test positive for the coronavirus (or suspect they have the virus). Please ask your employees to comply with the approved Workplace Readiness Plan.
- **Encourage your team members to socially distance themselves from others.** Stress the importance of complying with their approved local Workplace Readiness Plan.
- **Encourage your team members to keep their workspace clean.** Encourage compliance with all cleaning requirements in their approved local Workplace Readiness Plan. Also, encourage healthy habits, such as washing hands thoroughly after touching common surfaces and before meals, while at a worksite/office.
- **Lead by example** by coughing and sneezing into a tissue or your elbow, regularly and thoroughly washing your hands, cleaning your workspace, using a face covering, maintaining social distance and staying home when you're feeling ill.
- **Ask your employees** to check with their health care provider to see if a flu shot is recommended.
- **Point your employees to [WellBeingAtAECOM.com](https://www.aecom.com/WellBeingAtAECOM.com)** where they can find great ways to **get moving** and **eat mindfully**. There are exercises your employees can do at their desks, workout videos, mindful eating tips, healthy recipes and much more.



Emotional Well-Being

- **Be an empathetic leader.** Even if you assure your team that AECOM is following all local health guidelines to make the workplace safe, some employees may be hesitant about returning to work. And some may be anxious about the new changes to their daily routine and being away from their families. It's important to understand the specific reasons for their concerns, be empathetic and make recommendations and accommodations, if possible. See why empathy is so important in leadership and [10 ways](#) you can be a more empathetic leader.
- **Remind your team that the [GuidanceResources Employee Assistance Program \(EAP\)](#)** is available any time of the day or night to help them deal with the wide range of emotions they may be experiencing, including anxiety, fear, anger, sadness, depression and stress. For useful tips for you, as a manager, check out the [EAP Toolkit for Managers & Supervisors](#) and the [Manager's Guide to Mental Well-Being](#).
- **Point your employees to [WellBeingAtAECOM.com](#)** for articles, tips, assessments, videos and apps about [depression](#), [digital detox](#), [resilience](#), [sleep](#) and [more](#).



Financial Well-Being

- **Direct employees to the EAP for financial advice.** The [GuidanceResources Employee Assistance Program \(EAP\)](#) offers a broad range of services for employees and family members living in their household, including financial advisors who can help with financial concerns and planning. You can take a moment during team or one-on-one meetings to remind your employees that if they don't have a financial advisor, they can speak with an EAP counselor confidentially at no cost. Counselors can also help with setting a budget. If your employees would prefer to find online advice, they can log on to [GuidanceResources.com](#) for articles, assessments and more.
- **Share financial tips and lessons you've learned.** You may have learned a lesson or two that you can share with your employees, so they don't make the same mistakes you've made or observed others make in the past. You may also have some useful financial tips — like a favorite financial app or budgeting tool — to share with them. Feel free to share your tips as well-being moments during meetings, but also advise your employees to speak with an experienced financial advisor before making any big financial decisions. This [financial checklist](#) is a great place for them to get started.
- **Point your employees to [WellBeingAtAECOM.com](#)** for [budgeting/planning resources](#) as well as [resources on how to save](#), including articles, money tips, financial assessments and more.



Social Well-Being

- **Keep the lines of communication open** and actively listen to your employees. Remember, good communication begins with you. Learn [five ways](#) to build stronger connections with your team, which is important now more than ever.
- **Encourage safe social interaction.** Schedule regular [team-building activities](#), which can be virtual, or try modifying some of these [team building-activities for the workplace](#), like Back to Back (just be sure to keep six feet apart) for those employees who work on site.
- **Stay connected with your team** and help your team build connections with each other. Here are [five actions](#) you can take to develop stronger bonds with your team, which can lead to better teamwork and success.
- **Practice kindness within your team by encouraging them to** volunteer and get involved in their community. [Share some of these ideas](#) with your team and read these [5 Tips](#) so you can lead with kindness.
- **Show gratitude for your team.** Send a thank you note expressing your gratitude for their hard work, going the extra mile, exceeding a target, supporting their colleagues, etc. Emails and texts are great, but you can make a thank you note extra special by writing it by hand. Gratitude is powerful. A simple note of thanks can go a long way.
- **Point your employees to [WellBeingAtAECOM.com](#)** for resources related to [building connections](#), [giving back](#), [gratitude](#) and [kindness](#).