



## more information

Contact your local HR office to find your agency's EAP Administrator or search OPM's Work-Life Contact Tool available at: [opm.gov/CCLContact](https://opm.gov/CCLContact)

Additional information is available at [opm.gov/worklife](https://opm.gov/worklife)



## Tips for Work-Life Coordinators and Supervisors

# Meaningful Conversation Starters

Supervisors should strive to maintain an employee-focused mindset when considering challenges employees may be facing as a result of the COVID-19 pandemic. Supervisors should work to understand employee needs and offer workplace flexibilities when possible. The following open-ended questions can help guide a conversation that can result in meaningful information:

- **What are you most concerned about?**  
Supervisors can begin the conversation by allowing employees to guide the discussion and focus on topics most important to them.
- **What workplace support do you value most for assisting you as we progress towards resuming a normal work schedule?**  
Supervisors are encouraged to share resources available through EAP to demonstrate the possible program supports and manage expectations.
- **What are your expectations from me and the organization?**  
A clear understanding of what employees need and expect can assist supervisors in holding productive and transparent conversations with staff.
- **How can I help you move forward?**  
Understanding the common goal of assisting staff in phasing back to the office environment with minimal stress allows supervisors to ask what the employee needs and make that transition successful.
- **When should we check-in again?**  
Supervisors can offer regular and continued support as employees learn to manage their responsibilities.

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OPM's Work-Life staff is here to assist.  
Please reach out to us any time at [worklife@opm.gov](mailto:worklife@opm.gov).