



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

Additional information

is available at

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.

OPM's Work-Life staff is here to assist.
Please reach out to us any time at worklife@opm.gov.