flow managers can support Devenued colleagues

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lt's what we do

Pole of the manager

You are not expected to be an expert in grief. Your role is to acknowledge a colleague's loss in a sensitive way; make it clear how they will be supported and to outline what help is available. In advance of a bereavement, make yourself aware of the Co-op's policies for compassionate leave, parental bereavement and pregnancy loss.

When notified of bereavement

- Acknowledge their loss and offer your condolences – even something as simple as 'I'm sorry to hear about your loss' is better that not acknowledging it.
- Make sure they know they are not expected to come into work that day and reassure them that their work will be covered.
- Ask how they would prefer you to keep in touch, if they are taking time off.

- Ask what information they would like shared. Colleagues have a right to privacy, so ask how much they want to share (or not) and if they are ok with being contacted by colleagues.
- Be aware of and accommodate, where possible, different needs based on faith or cultural differences.

On returning to work

- Discuss planned return to work

 ask what concerns they may
 have and discuss any adjustments to their role. Some may
 prefer a phased return to work.
- Be open to flexible working practices. Every bereavement is different, and people may not need time off, or may need time off later, e.g. for an inquest. Also be sensitive to other requests for time off, e.g. around anniversaries.
- Ensure they know what support is available. They may become upset, so discuss who they can talk to and somewhere to take time out if they need it. Familiarise them with sources of support offered by the Co-op and signpost to external agencies that are relevant.

On-going considerations

- Colleagues will need support for longer than you think. Periodically check on how they are coping and be aware that their needs may change over time.
- Be mindful of significant dates. Put the date of a birthday or anniversary of a death in your recurring diary to remind you of when a colleague may need extra support.
- Take the impact of bereavement into account when assessing performance. Grief can impact performance of an employee for longer than you think.
- Avoid making judgements and assumptions as everyone will grieve differently.
- Consider the impact of bereavement on others in the team. Changes
 in performance or a phased return to work may put additional pressure
 on other colleagues. A bereavement may also be a reminder of other
 people's loss and grief. Stay aware of any additional support needed.
- Look after yourself. Supporting a colleague who has been bereaved can be challenging and may trigger your own memories of loss. Seek support where necessary and talk to other managers to share best practice.

working in partnership with:





