



# Survivor Syndrome: How to Support your Employees

17 September 2020





# Introductions

# Presenters



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HR Operations Manager



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# Agenda

- Survivor Syndrome – what is it?
- The Impact on Employees and Employers
- Why is it important to manage?
- Employee needs
- Supporting the move forward
- Positive Outcomes



A group of diverse people are seated in a meeting room. In the center, a man with a beard and glasses, wearing a grey cardigan, has his right hand raised. To his left, a woman with long dark hair is looking towards him. To his right, a woman with long blonde hair is also looking towards him. In the background, other people are visible, some looking towards the front of the room. The room has large windows and indoor plants. The overall atmosphere is professional and collaborative.

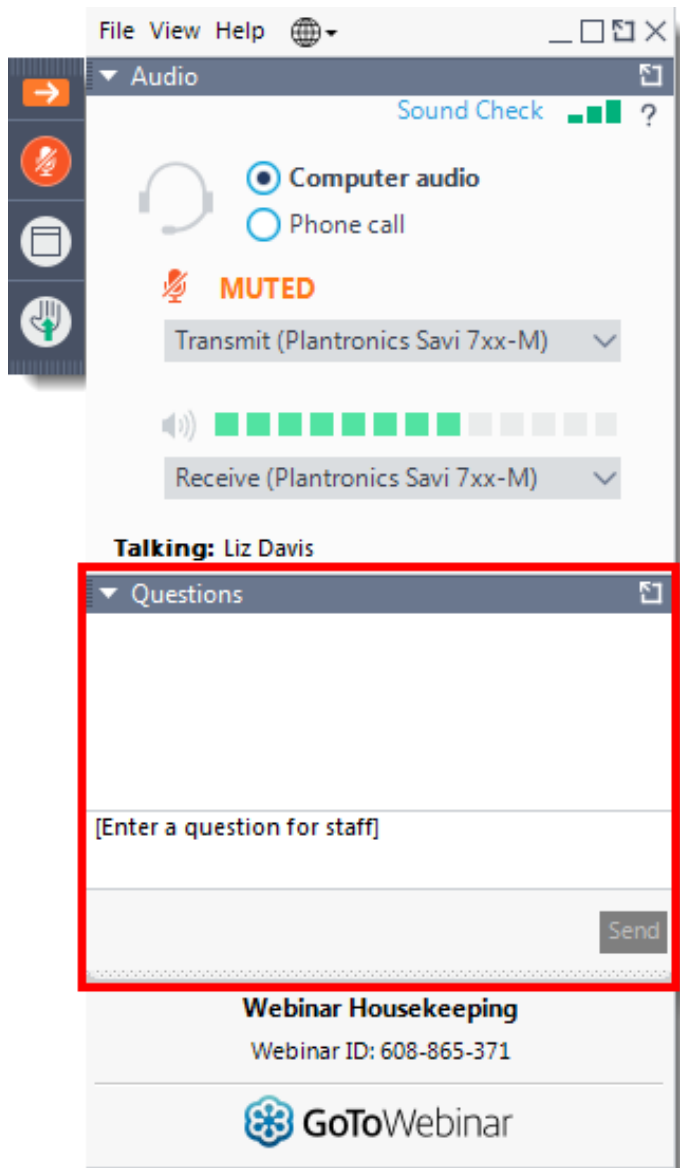
# How to ask questions







# GoToWebinar Housekeeping: Time for Questions



## Your Participation

- Please continue to submit your text questions and comments using the Questions panel







# Survivor Syndrome: How to Support your Employees



# Agenda

- **Survivor Syndrome – what is it?**
- **The Impact on Employees and Employers**
- **Why is it important to manage?**
- **Employee needs**
- **Supporting Survivor Syndrome**
- **Positive Outcomes**



# Survivor Syndrome – what is it?

- Survivor Syndrome or Survivor's Guilt
- Traditionally, it is commonly associated to those employees who remain in the business after redundancies
- Term used to describe the emotional, psychological and physical effects
- Covid-19 = significant psychological impact on employees making it more of a challenging time
- Common feelings - “Why did I make but they didn’t” or “how am I going to face my friend knowing they’re unemployed”
- Set out plans from the outset on how to manage

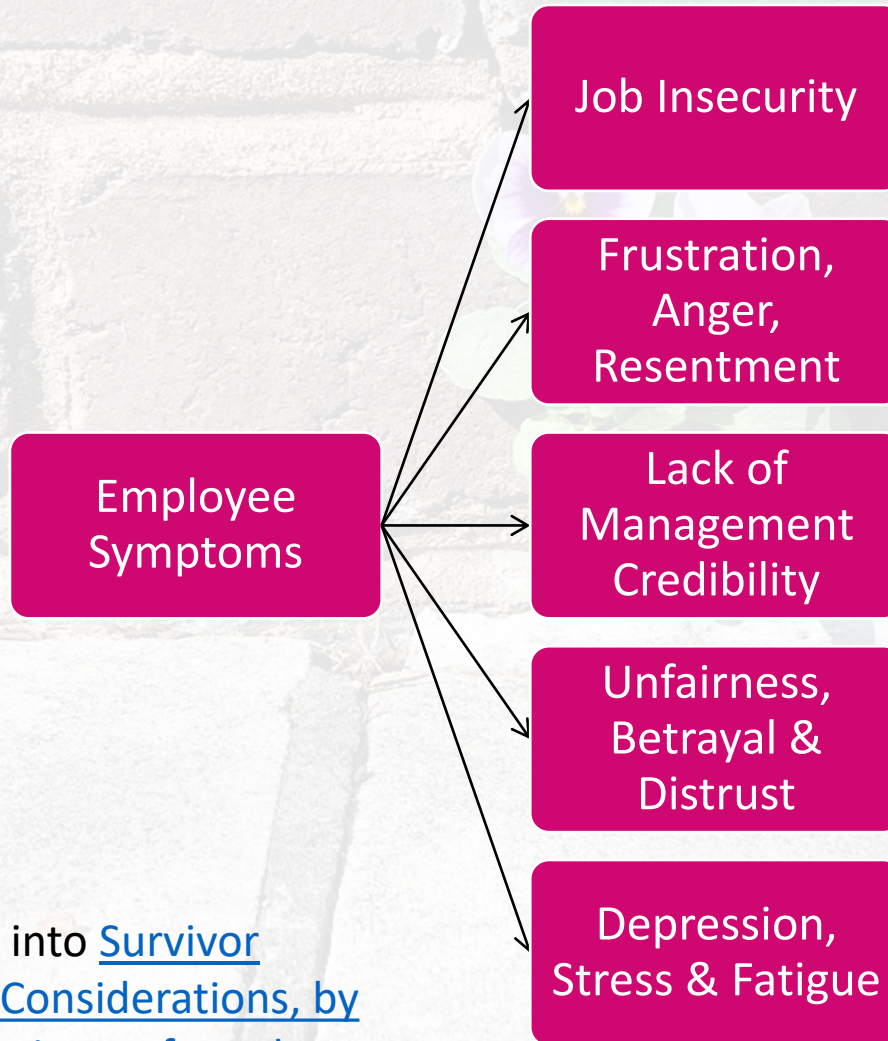


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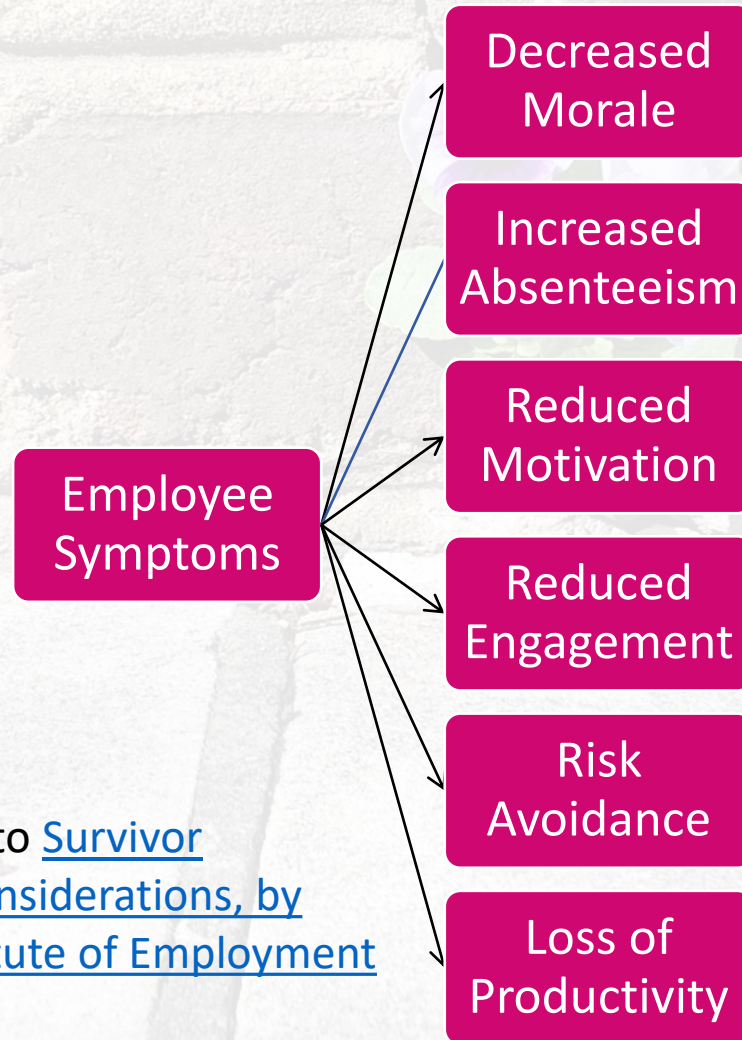
# The impact: on Employees



Source: A study into [Survivor Syndrome: Key Considerations](#), by [Helen Wolfe, Institute of Employment Studies](#)



# The impact: on Business



Source: A study into [Survivor Syndrome: Key Considerations](#), by Helen Wolfe, Institute of Employment Studies



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# So why is it important to manage?

- Employees are your most important asset
- Engaged workforce
- Employees help drive forward the new business strategy and objectives
- Contribute to your success





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# Employee Needs

- Information
  - Open and transparent
  - Accurate
  - Timely
- Communication
  - Communicate as early as possible
  - Over communicate
  - Skills – empathy, compassion, understanding
  - Clear and transparent
- Support mechanism
  - Effective Line Manager/Employee relationship
  - Employee Assistance Programme
  - “Open Door” culture
  - Access to Senior Leadership
  - Avenues in which to raise worries and concerns



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# Supporting Survivor Syndrome

- Fair and Open Redundancy Process
- Plan a redundancy strategy that takes account of the impact on those who will remain and identify actions to minimize
  - Ongoing timely employee communication
  - Building new relationships
  - Encouraging team/department collaboration
  - Inclusive culture
  - Employee Assistance Programme
- Plan for redundancies to take place over the shortest possible amount of time (taking account of legal timescales) and communicate as early as possible
- Over communicate information
- Train line managers in understanding the challenges that arise in those who remain and guide them on how they can support and show empathy



# Supporting Survivor Syndrome

- Look out for signs of survivor syndrome/guilt
- Acknowledge and discuss Survivor Syndrome with your remaining employees
- Consider your actions post redundancy
- Establish clear vision moving forward
- Offer further support – EAP, Mediation

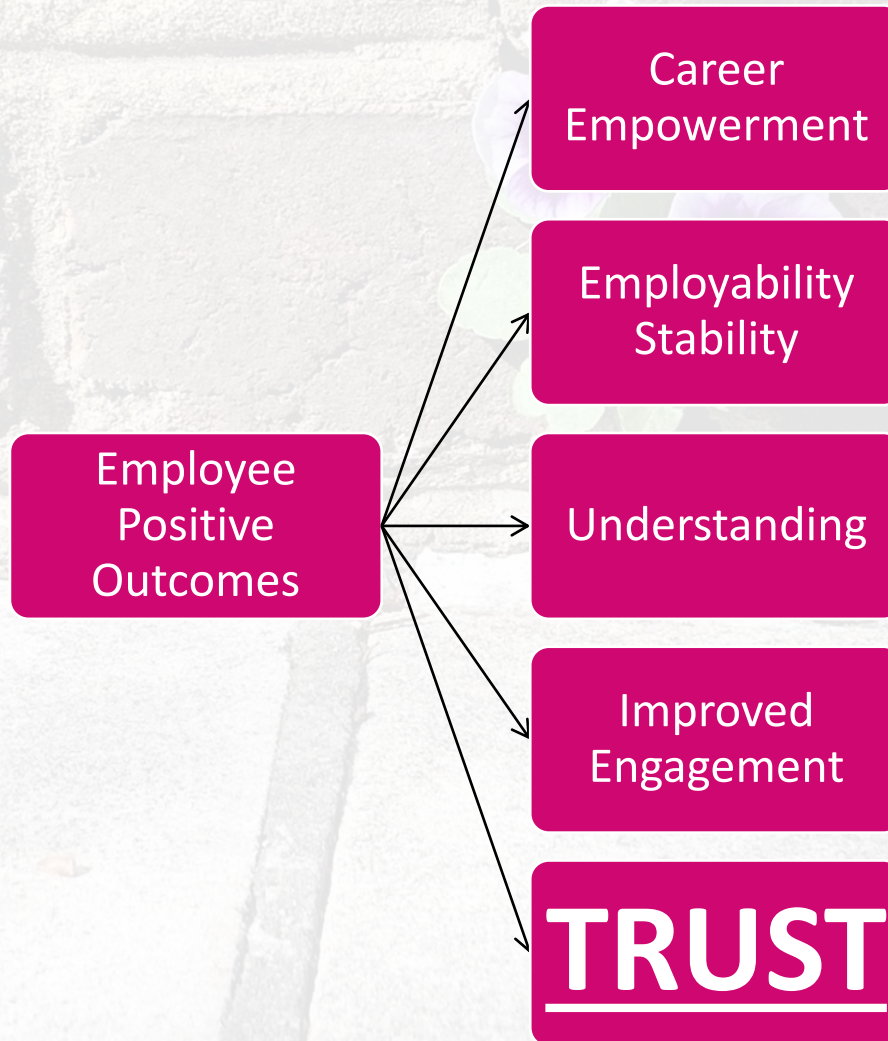


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# Positive Outcomes: On Employees





# Positive Outcomes: On Business











A group of diverse people, including men and women of various ethnicities, are seated in a meeting or classroom. One man in the center, wearing glasses and a grey cardigan, has his right hand raised. The background features a bookshelf and indoor plants. The image has a light blue overlay.

Further questions?

0844 324 5840

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This 'First Aiders for Mental Health' qualification helps to provide a positive mental health culture within the workplace.

It provides learners with knowledge of the most common mental health conditions and the skills to be able to act should a condition be suspected.

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# SURVIVORS SYNDROME

An EAP gives employees the support that they need to help them manage their health and wellbeing issues effectively.

It provides an independent, impartial service to help your employees resolve their difficulties more quickly, and minimize the impact on your business

## Employee Assistance Programme

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... and what adjustments need to be made to help employees stay connected and productive.

## **Engagement Multiplier**

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# SURVIVORS SYNDROME

Mediation is a process that aims to find a solution to a dispute that is acceptable to all parties.

It is usual for a third party to manage the process of mediation by helping parties to explore and understand their differences with the aim of finding a mutually acceptable and workable solution.

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FEEDBACK



28 April 2020

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# UPCOMING WEBINARS

## **Conflict Resolution**

17 September, Thursday | 1.30pm - 2.30pm

## **Brexit - The Latest Implications for HR**

22 October, Thursday | 2.00pm - 3.00pm

## **Health and Safety at Work: Statutory Compliance**

28 October, Wednesday | 12pm - 1pm

## **Right to Work and the New Points Based Immigration System**

12 November, Thursday | 10am - 11am

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- ✓ Future of Work – The New Normal
- ✓ Personal Relationships at Work
- ✓ Building Business Resilience
- ✓ eLearning and the Future of Work
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# RETURN TO WORK

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