

# Coronavirus

## Six things employers can do



COVID-19

#keepbusinessworking

**One of the most common questions we are being asked is how do I manage my staff in this crisis? Listen to our podcast with Richard Plaister of HR experts Law at Work and Simon Soar, the Chief Operating Officer of the Jersey Hospitality Association hosted by Lori Rault by [clicking here](#).**

**For a quick digest, here are our six C's to help employers at this time:**

### COMMUNICATE

Let your staff know what is going on regularly. They will be feeling as uncertain as you are. Even if the news isn't positive, they will appreciate being kept up to date. If you have to make difficult decisions later, their understanding of the reasons why will be improved if you have kept them informed throughout.

### BE CONSISTENT

Be honest and open at all times and try to be as consistent as possible with the information you are giving, how you are giving it and when you are giving it. Consider a set day and time to provide regular updates

### CONSIDER ALL OPTIONS

There is a lot of expertise on hand to help you. We are building a database of professionals who can offer you the right assistance and we will provide updates on our website and social channels. There is no one-size-fits-all solution to the problems we are dealing with and different options will suit different businesses so take-up the offer of our 1:1 HR consultancy sessions - to sign up [click here](#). Remember, when you are discussing options with your staff refer to them as proposals and not decisions.

### CHANGE TOGETHER

Inevitably our business environment is changing and that will be affecting different businesses in different ways. Every business is unique, but we are all going to have to change in some way. Respect people's feelings, even if you are struggling and don't just present

decisions. Discuss the proposals for change with your people and seek their opinions – they may have an idea you haven't thought of.

### CREATE A RECORD

We're sure you have many things on your mind and are trying to deal with a million and one scenarios, but it is important to keep a record of every decision you make and why you have made it. It will help you to remain consistent, to sense check everything you are doing and, if it comes to it, provide you with a business case for any decisions that are challenged at a later date.

### CONFIDENCE COUNTS

That may seem like an odd word to use at a time like this but it is really important to act and speak with confidence, so that people trust what you are saying and know exactly where they stand. Seek professional advice before you do or say anything and have a second pair of eyes look at your staff contracts. Remember there are government support packages coming on stream as quickly as possible that may help you and your staff. None of us are alone in this – every person on the planet is affected in some way, so seek out ideas from other businesses who may have found a way to move forward that you haven't thought of.

The Jersey Business Covid-19 Response Team is here to help. Please keep checking our website and social channels for the latest information and guides, or get in touch with us

**Together we'll keep business working.**

Please contact us on  
01534 610300 or at  
[info@jerseybusiness.je](mailto:info@jerseybusiness.je)  
for help and support.

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Business**  
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