

MEMORANDUM FOR HEADS OF DEPARTMENTS AND AGENCIES

FROM: KAY COLES JAMES (...signed September 12, 2001)
DIRECTOR

SUBJECT: Handling Traumatic Events: A Manager's Handbook

In light of yesterday's tragic events, one of our chief concerns is to support employees who are experiencing grief, fear, and pain. We would like to remind you of one resource available to you and your managers, *Handling Traumatic Events: A Manager's Handbook*.

Based on scientific research and professional practice in a number of traumatic situations, the document provides concrete advice for senior leaders and immediate supervisors on what they can do to help their employees and work groups recover from trauma. It includes specific information on responding to the death of a co-worker, helping an employee recover from injury, and how to listen to someone who is experiencing emotional pain.

The document can be found on OPM's web page at
<http://www.opm.gov/ehs/pdf/trauma.pdf>

We encourage you to share this resource with all levels of management.

cc: Directors of Human Resources