

Helping others cope with the effects of change

- Listen to their concerns and be empathetic, not judgmental
- Attend to the individual's personal and work-related concerns
- Focus on the event and the associated emotions
- Help individuals to own their feelings rather than depersonalizing them by intellectualizing
- Provide encouragement and thanks by sending a card or a small token such as flowers (Cummings & McLennan, 2005)