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THE BUSINESS TIMES

Showing care and concern

THIS WEEK'S TOPIC: How may employers best support their staff's mental well-being, especially in a crisis?

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BT ILLUSTRATION: SIMON ANG

THIS WEEK'S TOPIC: How may employers best support their staff's mental well-being, especially in a crisis?

Summer Choo
Country Director
ADA in Singapore

Organisations should provide emotional support to their employees regardless of situations. Trust and empathy by the employer should be nurtured over time, as its surfacing during times of crisis may come across as fleeting and insincere. I urge business leaders to practise transparency and honesty on an evergreen basis and to take heed of employee feedback. While offering essentials like flexible hours or counselling support may not be options that all employers can offer, sometimes all it takes is a familiar or comforting voice, text or e-mail to connect and keep in touch with your team to keep the camaraderie alive.