



CCCHAPS · LEADERSHIP RESOURCE

# When Life Comes to Work: A Guide for Leaders

A short guide for responding when grief, caregiving, family, financial, or relationship realities arrive with an employee — without encouraging organizational intrusion into private lives.

## A More Accurate Line

"Leave your problems at the door" was always a shorthand for something more reasonable. A more accurate frame today: *"You do not have to talk about what is going on in your life at work. If you need to, there is somewhere to go that is not part of your file and not part of my job as your manager."*

## What Employers Should Do

- Provide clear, accessible support pathways employees can name.
- Train managers to point toward those pathways without becoming them.
- State confidentiality expectations honestly, including limits.
- Offer practical flexibility within the scope of the role.

## What Employers Should Not Do

- Require disclosure of personal-life details as a condition of support.
- Use personal information, once known, in performance decisions.
- Turn empathy into over-involvement or dependency on a specific manager.
- Promise confidentiality that cannot legally or ethically be kept.

## Where Chaplaincy Fits

A CCCHAPS chaplain is confidential and outside the reporting line, which is what allows employees to bring the whole picture without trading privacy for support. Chaplaincy complements HR, EAP, and clinical care and does not replace any of them.

## For the Employee in a Hard Season

Support is not something you have to earn with a crisis. It is available. You choose what to share, with whom, and when.

### BEGIN A CONVERSATION

## Explore how relationship-based care could fit your workforce.

An exploratory conversation, not a pitch. No obligation.

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