

Managing Uncertainty and Change: What Does “Return to Normal” Mean to You?

The COVID-19 pandemic has impacted Caterpillar employees and families all over the world. Many have experienced health concerns, school closures, working remotely, and general disruptions in our daily lives. Such dramatic changes can have an impact on our emotional and social health as we work to adapt.

Caterpillar people worldwide should take pride in our flexibility and resilience during the pandemic. But now, we will be challenged to manage a second wave of uncertainty and change as we return to a version of our “normal” lives by returning to our workplaces, schools, and resuming full interactions with our communities. For some, this is already happening. For others, it hasn’t started.

Diversity of Experience

Given the diversity of Caterpillar’s employees and the extended Caterpillar family, no two of us have experienced the pandemic the same way. Our experiences vary dramatically in terms of:

- Level of health risk to ourselves and those close to us
- Impact of any “shutdown” in our area
- The ability to effectively work from home vs. the requirement to continue working
- The varying impact of the virus around the world and even within our home country
- Levels of anxiety and fear, including the tolerance for the unknown
- Perception of rules and regulations
- Tolerance of others’ behaviors
- Ease and comfort level working from home
- Eagerness to return
- Differences in work-life balance challenges

Since all of us have experienced the pandemic in unique ways, our experience of the reopening will also differ. Each person we encounter will have a unique perception, emotional response, and behaviors related to returning to the workplace and interacting within the community.

Some may be enthusiastic while others prefer working from home. Some people may be anxious or reluctant due to health concerns or being back around large groups. Others may be stressed related to changing work-life balance challenges. There is no right or wrong emotion.

As Caterpillar workplaces around the world begin to reopen and get back to a version of normal, it is important that we all demonstrate patience and understanding with those around us and acknowledge the diverse experiences we all bring to work each day.



For confidential support, free of charge, contact Caterpillar’s **Employee Assistance Program (EAP)**:

☎ 1-309-820-3604

🌐 [EAP.cat.com](https://www.eap.cat.com)

☎ 1-866-228-0565

🌐 [CaterpillarEAP.com](https://www.caterpillareap.com)

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