Leave Guidance for Managers

Before the Leave	During the Leave	After the Leave
Set your associate and your team up for success. **Plan. Communicate. Protect.**	Maintain trust and professionalism. **Empathy and boundaries go hand in hand.**	Help your associate transition back smoothly and feel valued. **Re-welcome. Reconnect. Rebuild.**
Respect privacy. Keep all medical and personal details confidential. Share only the leave status with those who truly need to know. **Plan coverage early.** Identify who will manage key responsibilities and/or customers. Share that plan with the team. **Gather key information.** Ask the associate to provide contacts, resources, or documentation that will help maintain continuity. **Modify internal systems.** Apply OOO message to email. If associate is a People Manger, delegate approval tasks in WD. **Partner with HR.** Coordinate with HR to verify leave expectations or seek temporary support. **Partner with Metlife.** Provide associate with MetLife contact information: 833-622-0135; MyBenefits. Organization: Neighborly metlifestd@metlife.com	**Respect protected time.** Treat the leave as fully off-limits for work-related requests, no “quick questions” or project updates. **Check in with care.** If the associate reaches out, keep the tone supportive and personal, not operational. **Stay connected with MetLife.** Review email notifications from MetLife. Provide requested information. **Confirm dates and times.** Validate time off reported by associate. Verify return approval before allowing work. **Adjust systems as needed.** Manage access or permissions for coverage (shared inboxes, tools, or files). **Maintain confidentiality.** Never discuss or speculate about the associate’s situation with others. **Model professionalism.** Set the tone with your team by avoiding gossip and focusing on support.	**Welcome them back warmly.** A simple “We’re glad you’re back” goes a long way. **Reinstate access and permissions.** Confirm that all systems, tools, and responsibilities are restored. **Ease the transition.** Give time to re-acclimate to workload and team rhythm. Provide important customer updates or process changes. **Rebuild engagement.** Encourage connection, check in on workload, and ensure they feel supported. **Evaluate fairly.** Exclude leave time from KPIs, performance reviews, or bonus calculations. **Partner with HRBP’s as needed.** Loop in HR for any lingering questions or reintegration concerns. **Continue to Partner with MetLife.** Review and respond to MetLife claim return to work verification requests quickly. MetLink (manager resource) or MyBenefits (associate portal) can be accessed anytime for claim status.
Tip: Treat this as part of good leadership planning, not a reaction to absence.	**Tip**: Access up-to-date information on your associate’s leave in the MetLife Portal.	**Tip**: Small gestures like a team lunch or “welcome back” note can make a big impact.