

NEELY EAP

Letter for Leaders

HELPFUL RESOURCES FROM YOUR EAP



WELCOME

The leadership newsletter is designed to provide EAP support to supervisors and managers. Making an informal referral (friendly referral) or formal referral can be challenging without training. In addition, the content will educate and promote program features that help leaders focus on the well-being of their employees. EAP services are free and readily accessible to the entire company and their family members.



Toll-Free, 24/7 Helpline:
866-212-6096
800-735-2989 TDD
neelyeap.com

MAY 2022

UPCOMING EVENTS

Quarterly Leadership Webinar Series

Courageous
Conversation About
Diversity

➤ May 5 @3PM

[REGISTER](#)

Monthly Wellness Seminar

Please join us for our
live seminar
"Overcoming the Fear
of Failure"

➤ May 12th @3PM

[REGISTER](#)

What does supported leadership look like from a mental health perspective?

By: Sabrina Martin

We continue to navigate the new normal of hybrid work and employees returning to work, while adjusting to post-pandemic activities. Our goal is to discuss what supported leadership looks like from a mental health perspective. What resources can you offer employees to ease the mental strain of employee work-life balance? Planning will prepare you to navigate employee mental health needs in the workplace with empathy and understanding. An indispensable toolbox of resources offered by Neely EAP (NEAP) can help you plan and prepare for any mental health concerns that may arise.

What are the experts saying about employee's mental health? According to recent research, 42% of global employees have experienced a decline in mental health since the pandemic began. (Greenwood & Krol) As we can all imagine, that number will increase, and the long-term effects will be far-reaching.

What can supervisors do? Here is an easy-to-follow checklist to reference often:

- **Be vulnerable.** Being honest about your own mental health struggles during the pandemic can open the door for employees to feel comfortable talking with you about mental health challenges.
- **Model healthy behaviors.** Do not just say you support the mental health model. Instead, model it, so they see you prioritizing self-care and setting boundaries.
- **Build a culture of connection through check-ins.** With hybrid work, it can be harder to notice the signs that someone is struggling. So checking in with employees and your managers is more critical than ever.
- **Communicate more than you think you need to.** For example, keep your team informed about organizational changes or updates.
- **Invest in training and offer mental health assistance benefits.** Keep the team aware of mental health resources and encourage their use.
- **Measure employee feedback often through anonymous surveys.** Try to frame performance reviews as opportunities for thoughtful input and learning instead of evaluations against strict targets. (Greenwood & Krol)

As we climb over the "pandemic wall" the threat of COVID and dealing with economic uncertainty, juggling work and family life, many are exhausted and burnt out. (Military)

Here are additional tips on how to boost morale and support your employees in the post-pandemic future.

- Maintain a solid check-in system.
- Formalize breaks and off-hours.
- Be transparent about changes.
- Provide mental health resources. (NEAP Monthly Wellness Seminars and the highly suggested Diversity and Inclusion Series)
- Provide manager-specific support. (NEAP Supervisor Resources)



Supervisors have an opportunity to offset stress by remaining transparent about company updates and changes, from office reopening to modified work hours. Keeping your team informed will help avoid confusion and prevent any fears or feelings of being left in the dark. This also reassures employees that they are valued and supported by the leadership team.

References:

Forbes <https://www.forbes.com/sites/officedepotofficemax/2021/04/05/how-to-help-support-your-employees-mental-health/?sh=272a2ca07f20>
 Harvard Business Review <https://hbr.org/2020/08/8-ways-managers-can-support-employees-mental-health>

EAP that's here for you

Here are some answers to common questions supervisors and managers have regarding employee issues and making EAP referrals. If you need more assistance, feel free to email us at admin@neelyeap.com.

Q: I have several employees who express that they have gone through periods of anxiety during the pandemic and are now returning to work. How can supervisors support those suffering from anxiety?

A: The American Institute of Stress found that 83% of employees suffer from workplace stress. Supervisors can use EAP services to seek professional help. A referral can be made if a supervisor sees this anxiety as detrimental to an employee's health. Use NEAP services as a preventative solution before disruptive issues impact the home or the work environment.

- Provide your employees with empathetic supervisors that have open communication policies.
- Setting managers up as effective coaches can also help alleviate any anxiety your employees feel.
- Many employees feel elevated levels of anxiety around performance review time. The best way to alleviate this is to regularly have more one-on-one, lighthearted conversations.
- Developing emotional intelligence can help managers describe how they feel and develop ways to empathize and communicate with their team.
- When people collaborate, they share a common goal. Having employees work together on projects can help eliminate stress and anxiety over big projects.

Q: What is the importance of having Emotional Intelligence in the workplace?

A: Emotional Intelligence (EQ) is the ability to recognize, understand, reason with, and manage emotions both in yourself and others. A person with low EQ will struggle to empathize with customers and understand their needs, step on colleagues' toes, and fail to recognize the effects of their actions or supervisors' opinions of them and their ability to do their job. Below are some components of EQ and how they impact your work environment.

- Self-awareness. Understand how others perceive their actions, inactions, and words. Being in tune with emotional cues displayed by those they interact with can be the key to success in their field.
- Motivation. Motivation comes from within and is a cornerstone of EQ. An employee with low EQ may struggle to stay on task without constant external reminders, while an employee with a high EQ can navigate through obstacles to complete their work.
- Empathy. Showing empathy is an essential component of EQ, particularly for leaders. Leaders who can empathize with their team members can understand the obstacles their team members face and work to mitigate them. They can also understand how to motivate employees better.

Copyright © Neely EAP, 2022

Information contained in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. Some of it may not apply to your particular company policies and available programs. This information is proprietary and intended only for eligible EAP members. For specific guidance on handling individual employee problems, consult with specialists by calling the Helpline.



WHAT CAN MY EAP DO FOR ME?



About our logo

For decades, enslaved African Americans looked to the North Star for hope, inspiration, and freedom. Neely EAP (NEAP) provides the **hope** that your situation will improve, the **inspiration** to move you in the right direction, and the **freedom** to live your best life.

Being in a leadership role can be challenging. Having the correct tools and resources can make a difference. The **Manager Assistance Program** offers support to resolve personal or professional issues that can negatively impact the workplace. We also offer a:

- 24/7 Hotline, Access to Confidential Services
- Short-Term Counseling Couch Time Check-In (preventive annual counseling session)
- Legal and Financial Assistance
- Work life referrals for adult care, childcare, pet care and more
- Wellness Trainings & Online Employee Training Vault
- Critical Incident Stress Debriefing

