

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

NOVEMBER 2022

UPCOMING EVENTS

Quarterly Leadership Webinar Series

Respect in the
Workplace

➤ November 10th @ 3PM

[REGISTER](#)

Monthly Wellness Seminar

Please join us for our
live seminar

"Combating the Stress
of the Holiday with
Cheer"

➤ November 17th @ 3PM

[REGISTER](#)

Leading Employees Through Stress

By Lisa Merritt

It can be tough enough to manage your own stress. But how can you, as a manager, help your team members handle their feelings of stress, burnout, or disengagement?

Stress isn't always bad – the right kind of stress can motivate, sharpen your mind, and help you focus. However, our well-being suffers when that occasional, moderate stress moves into chronic or toxic stress. Toxic stress has physical, mental, and emotional repercussions.

One of the biggest challenges lies in finding the sweet spot between business needs and employee welfare and happiness. Naturally, you want a high-performing team, but not at the expense of employee well-being and mental health. So how can you help your team develop a culture that embraces well-being without sacrificing productivity?

Discourage hustle culture

Being productive is great, but over-emphasizing hard work and profitability can be a slippery slope to toxic productivity.

Celebrating employees who stay late or teasing those who leave on time can subtly contribute to a culture of overwork. Instead of celebrating regular overtime, try opening up communication about ways to include breaks and downtime throughout the day. You can support this by sharing healthy mental habits and encouraging your team members to share their strategies.



Maintain transparency

Employee engagement closely tracks employees' sense of connectedness to the company. Feeling left out of the loop on issues that can impact your livelihood creates stress.

Combat this by keeping your team updated on long-term planning, especially any changes that might impact their long-term career expectations. Also, dispel any sense of being left out by reaffirming shared goals and values, emphasizing the team's importance to the company's mission, and expressing appreciation for the employees' efforts.

Set realistic expectations

Studies show that employees regularly cite unmanageable workloads and unrealistic deadlines as the most significant source of workplace stress. While there will always be high-stress periods (April for accountants, for example), maintaining that pace is not just impractical but detrimental.

As the supervisor, you're the one that sees the big picture. Think about the larger priorities and your team members. Distribute assignments fairly based on your employee's skills and capabilities. Don't set your expectations so high that you set yourself and your team up for failure.

Connect and communicate

Connect with your people both as individuals and as a team. Get to know your team members so you know their strengths and weaknesses, and create a culture of collaboration that encourages employees to support each other.

If you have an employee dealing with work and holiday stress, please tune into the November seminar to hear more information about overcoming your stress. [Click here to register.](#)

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.

I have an open-door policy. I let my employees know they can come to me anytime to share concerns or problems. However, I rarely get visitors, which I assume is a sign everything is going well. Am I missing something?

An open-door policy encouraging workers to visit and discuss issues and concerns requires more than simply an open door. You must also have a psychologically safe workplace. A psychologically safe workplace naturally encourages employees to approach you and take advantage of your offer. They do so because they are confident they will not be rejected or punished for admitting a mistake, bringing a complaint, asking a question, or offering a new idea. Help employees feel respected, accepted, and comfortable by modeling this to others. The bottom line: How you interact with employees outside your office will determine whether they will walk through your open door later.

What role should supervisors play in helping employees deal with their emotions and cope with stress? I don't want to overstep boundaries or be intrusive, but I also don't want to ignore problems that could be addressed before they become significant issues.

Today's workplace has changed. More and more employees seek a positive, nurturing, and socially connected work culture. This is especially true of younger workers, who also appreciate supervisors willing to be more vulnerable and open about their feelings with them. However, it's important to recognize the difference between work-related stress and more acute issues requiring professional support.

Areas for coaching or mentoring to help an employee cope with stress might include discussions about time management, resolving conflicts with coworkers, or bouncing back from mistakes. Discussions that move too far into the personal, whether broader areas of anxiety or personal relationships, would be better suited to professionals. A referral to your EAP at that point can help the employee best by connecting them to the right resources.

Why are EAPs considered a means to help supervisors manage stress?

Your EAP intends to help managers with personal stress, and the EAP process aims to help remove the stress of managing the problematic behaviors of employees that may be linked to their emotional problems. Another function of EAPs that can help alleviate supervisors' stress is by helping to address employee performance issues. These can be tied to mental health issues or personal problems – in which the EAP can connect them to services or resources to help resolve the issue – but they also are more commonplace concerns that call for additional training. In any of these cases, the EAP supports supervisors and employees in finding the best solution possible.

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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

