

# NEELY EAP NEWSLETTER

February 2023



## WELLNESS SEMINAR

Please join us for our live seminar "Taking Stress out of Hybrid Work"

9TH FEB @3PM

[REGISTER](#)

## QUARTERLY WEBINAR SERIES

Please join us for our live seminar "How to Cultivate Psychological Safety"

FEB 23RD @ 3PM

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## 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](http://neelyeap.com)



# How to Manage a Hybrid Team

By: Courtney Garcia Echeverria

Since the Covid-19 era, managers have had to create and adapt to new practices by going hybrid. You might have all these "needs" in your head, such as; the need to be flexible, the need to create a fair hybrid work environment, and the need to be more understanding. These thoughts can overwhelm managers when stacked on top of other important tasks. While you can't always please everyone, there is a way to promote a less stressful hybrid experience. This article will emphasize support, expectations, flexibility, and inclusion.



- Offer support. One of your primary roles as a manager should be to support your employees. It's incumbent on you to reach out. Talk to employees and ask about their circumstances; find out about their worries. For example, some people may feel anxious about working from home or in an office; some may think that working from home leaves them at a disadvantage. When you allow people to admit their feelings and open up about their anxieties, you enable them to feel safe. Listen and offer support. It is important to demonstrate that you're committed to making the situation work for everyone.
- Create and set expectations. Next, talk with your team about creating new practices and protocols. What adaptations need to be made, but also emphasize the culture and mission that needs to stay the same. It is imperative to plan who will have access to programs/information. What will be in person and office, if the entire team will be included or only a select few, and what channel will be used for communication? This is a new environment, and your goal as a group is to build a new normal by figuring out what works best.
- Prioritize with flexibility in mind. The future is unpredictable, and hybrid work brings some added surprises. The best way to prepare is to set clear priorities. It is helpful for employees to have a plan or a priority list. Just meeting once a week, every week, can be so beneficial to letting employees know which tasks are the most important to do. Frequent meetings allow those surprises like technology defects and sick children at home to not affect the team as much.
- Emphasize inclusion. Building a fair and equitable workplace is vital when you have hybrid employees. There may be assumptions or separation between the in-office employees and remote employees. You shouldn't tolerate team members in the office talking about work in a way that excludes remote colleagues. You need to ensure that everyone on your team can weigh in.

**Tune into the upcoming February seminar: [How to take the Stress Out of Hybrid Work, to learn more tips and strategies.](#)**

#### References:

How to Manage a Hybrid Team ([hbr.org](http://hbr.org))



## 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](mailto:admin@neelyeap.com).

### Q. How do you help your employees manage their stress levels through hybrid work transition?

The most important part to anyone in managing stress levels is to let them be heard and, sometimes, be given guidance. It could be as simple as reminding them that you're there to listen, support them, and as someone to lean on. If your employee has a heightened stress level and thinks they need more support than you can give them, that's where we come in! In addition, it may eliminate the fear of judgment or embarrassment by recommending they use their EAP benefits.

### Q. What protocols can you put in place to ensure that the employees in the office are in sync with those working from home?

One way to ensure that your employees are on the same page is by holding weekly meetings with all employees. You can use virtual platforms such as Zoom and Teams. Choose one day of the week and a specific time, and make it a requirement that all employees are available for that meeting. If you have in-office employees, it helps if they join the zoom call instead of having them gather in an office. It makes in-office employees feel included and provides a good rhythm for the meeting. It can be noisy and disrupted when two different sets of groups participate in a discussion.

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:

- 24/7 Hotline, Access to Confidential Services
- Short-Term Counseling Couch Time CheckIn (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

