

# NEELY EAP NEWSLETTER

January 2023



## WELLNESS SEMINAR

Please join us for our live seminar "How to Manage Emotional Stress"

JAN 12TH @ 3PM

[REGISTER](#)

## QUARTERLY WEBINAR SERIES

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

FEB 23RD @ 3PM

TBD

## 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 Cultivate Psychological Safety

By: Courtney Garcia Echeverria

Psychological safety is probably one of the most important aspects that you could offer your team. Think back to all the meetings you've had with your team. When was the last time you had a deep, meaningful, fulfilling meeting? Now, we're not talking about those meetings where one person talks and the others stare off into space and think about lunchtime. Instead, we want to focus on the meetings where members provide innovative ideas, vital information, or suggestions for improvement. Think about how much more productive your team, if not your whole organization, would be if you implemented positive team interaction. So let's define what psychological safety is.

Psychological safety believes your employees won't be punished or ridiculed for speaking up. This also includes a fear of getting rejected or made fun of by other team members. When psychological safety is in the workplace, employees are encouraged to ask questions, share concerns, and ask for help while knowing that other employees and their leader have their back and uphold respect for them.

In a February 2021 survey, McKinsey & Company looked at psychological safety's role in leadership development. Researchers found that leaders can increase the likelihood of team members' psychological safety by demonstrating specific behaviors. Of the four leadership styles studied, the most successful ones were "Consultative" and "Supportive." The two that fared much worse were the "Authoritative" and "Challenging" leadership styles.



Here are some key ways that you can provide a psychologically safe environment for your team:

- **Be accessible and approachable:** Invite fresh input. Have your doors open when you're available, and encourage conversation during free time.
- **Inspire high standards, but give your employees grace:** Fear of management does not create the results that we want. You will always want to inspire and motivate your employees to have high standards but also accept that your employees are humans that make mistakes. Encourage employees to speak about their mistakes so that everyone can learn from them. Also, encourage your team to come up with solutions to encourage team building.
- **Prioritize inclusion:** Sometimes we extend inclusion, and sometimes we withhold it. No individual can know or do everything, so we must communicate effectively and work together to create lasting value. Create an environment where employees can help you solve problems and vice versa. Let them know that they won't go through any uphill battle alone.

To learn more about *cultivating psychological safety at work*, tune into the upcoming Leadership series for 2023. We are focusing on Leadership Development. Each session helps leaders grow and add more tools to their toolkits.

#### References:

[How To Cultivate Psychological Safety And Create More Effective Teams \(forbes.com\)](#)  
[What Is Psychological Safety at Work? | CCL](#)

## 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: I have done all I could to make this a psychologically safe environment, and my employees aren't responding. What's next?**

There are a couple of reasons your employees might not respond to your efforts to make a more psychologically safe environment. One of these is that there might be things you just don't know about with your team. Dig into the concern a bit deeper without crossing boundaries. Ask if they are well in their personal life and with peer employees. Another reason might be a general lack of interest in their job, which is an entirely different conversation. Another reason could be as simple as their personality and upbringing. Some people fear vulnerability, have anxiety, or are just more introverted. That does not have to be a negative. If all employees are responding to your efforts except a couple, more personal things might happen outside of work. Take some time to explore the efforts that you've made and put them into perspective if you feel that it was enough.

**Q: All employees except one are participating. This employee might be lowering the motivation of others. Is EAP able to help them?**

Absolutely. If you feel an employee might be going through a tough time, always refer them to the EAP. This might be burnout, something going on in their personal lives, something you might not know about going on at work, or their emotions affecting their performance. A therapist will be able to explore all of these possibilities with the employee, hopefully positively impacting their workplace morale.

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

