

NEELY EAP NEWSLETTER

OCTOBER 2023



WELLNESS SEMINAR

Please join us for our live seminar
"Managing Money with a Smile"

OCT 19TH @ 3PM

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QUARTERLY WEBINAR SERIES

Please join us for our live seminar "Reflective Listening: The Power of Silence"

OCT 31ST @ 1PM

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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.

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Reflective Listening: The Power of Silence

By: Courtney Garcia Echeverria

In the ever-evolving realm of leadership and management, effective communication stands as the cornerstone upon which thriving teams and organizations are constructed. At its core lies the art of reflective listening—an indispensable practice that empowers leaders to genuinely understand and empathize with their team members. Yet, amidst this practice, there exists an often underestimated yet equally potent tool: the strategic use of silence. In this article, we embark on a journey to explore how mastering reflective listening and embracing the profound influence of silence can revolutionize the way leaders and managers engage in communication.

Comprehending Reflective Listening

Reflective listening is an active communication technique characterized by attentive listening to a speaker, complete comprehension of their message, and a response that mirrors and validates their thoughts and emotions. This method amplifies understanding and cultivates trust and empathy within a team.

Nurturing Trust and Empathy

Leaders and managers who commit to reflective listening exemplify empathy and understanding towards their team members. This nurturing of empathy fosters an environment of trust and fortifies the leader-follower relationship. When individuals feel genuinely heard and validated, they are more inclined to engage authentically and be open to guidance.



Facilitating Thoughtful Reflection

Silence, often overlooked, provides a crucial moment for team members to gather their thoughts and articulate their ideas with greater precision. Leaders and managers should embrace this pause, allowing their team members the space they need to delve deeper into their thoughts and construct more thoughtful responses.

Expressing Presence and Active Listening

Strategic pauses within a conversation serve as tangible evidence that a leader or manager is wholly present and actively attentive. They send a resounding non-verbal signal that the speaker's words hold immense value and are being meticulously considered.

In Conclusion

In the landscape of leadership and management, mastery of reflective listening and harnessing the potency of silence stand as transformative instruments. Leaders and managers who prioritize understanding, empathy, and lucid communication through reflective listening while strategically utilizing silence can foster a culture of openness, productivity, and respect within the workplace. By adopting these practices, leaders can elevate team dynamics, steer organizational success, and cultivate an atmosphere where every individual feels esteemed and heard.

For those seeking a deeper understanding of Reflective Listening and the profound impact of silence, we invite you to join our upcoming October seminar: [Reflective Listening: The Power of Silence](#).



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: How can I practice reflective listening in a fast-paced conversation where there might not be much room for silence?

A: In high-speed conversations, employing reflective listening remains effective, albeit challenging. You can utilize brief pauses strategically. Consider interjecting with concise reflective statements such as "I understand" or "So, if I'm following correctly..." to demonstrate your active involvement without disrupting the conversational momentum.

Q: Is there such a thing as too much silence, and can it make the speaker uncomfortable?

A: Indeed, excessive silence can occasionally discomfort the speaker. While silence possesses great communicative power, maintaining a balance is crucial. Prolonged periods of silence might lead the speaker to feel pressured or uncertain about how to proceed. The aim is to use silence as a tool to enhance comprehension rather than create awkwardness in the exchange. To get more assistance, contact your EAP for your free Coaching Sessions.



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
- Free Short-Term Counseling and 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

