

# NEELY EAP NEWSLETTER

APRIL 2024



## WELLNESS SEMINAR

Please join us for our live seminar  
"Workplace  
Communication and Stress"

APR 18 @3PM

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## QUARTERLY WEBINAR SERIES

Please join us for our live seminar  
"Leading vs. Managing:  
Why Knowing the Difference  
Matters"

APRIL 25TH

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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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# Leading vs. Managing: Why Knowing the Difference Matters

By: Courtney Garcia Echeverria

Understanding the subtle yet profound difference between leading and managing is crucial for effective leadership and organizational success in the dynamic business world. While these terms are often used interchangeably, they represent distinct concepts for your role and team performance.

As managers, you know the management concept – controlling resources, processes, and systems to achieve objectives. You focus on planning, organizing, coordinating, and controlling activities to ensure tasks are completed according to timelines. Management prioritizes stability, order, and adherence to established procedures.

Leadership is about much more than just overseeing tasks. It's about inspiring and influencing others to envision and pursue shared goals. Leaders set direction, align people, and motivate teams to achieve strategic objectives. They prioritize innovation, vision, and adaptability, often challenging the status quo and driving change. Here's why knowing the difference matters:

## Leading:

- **Vision and Inspiration:** Leaders focus on setting a compelling vision for the future and inspiring others to work towards that vision. They motivate and align individuals by articulating a clear purpose and direction.
- **Empowerment:** Leaders empower their team members by delegating authority, fostering autonomy, and encouraging creativity and innovation. They trust their team to make decisions and take ownership of their work.
- **Relationship Building:** Leaders prioritize building strong relationships with their team members, stakeholders, and other leaders. They communicate effectively, actively listen, and cultivate a supportive and collaborative environment.

## Managing:

- **Planning and Organizing:** Managers focus on planning, organizing, and coordinating tasks and resources to achieve specific objectives and deliver results. They develop detailed plans, allocate resources, and monitor progress to ensure goals are met.
- **Controlling and Monitoring:** Managers implement systems to control and monitor performance, identifying deviations from the plan and taking corrective action when necessary. They track key metrics, analyze data, and make data-driven decisions to optimize outcomes.
- **Problem-Solving:** Managers are responsible for identifying and resolving operational challenges and obstacles that arise in day-to-day activities. They address issues promptly, implement solutions, and ensure smooth workflow to keep projects on track.

While management focuses on implementing existing strategies and plans, leadership shapes and drives the organization's strategic direction, understanding this difference helps ensure alignment between operational execution and overarching strategic goals (Kotter, 1990).

Leaders who prioritize vision, inspiration, and relationship-building can create a sense of purpose and direction. At the same time, managers who excel in planning, organizing, and problem-solving can ensure operational efficiency and goal attainment. By integrating leadership and management skills, individuals can cultivate a balanced approach that drives innovation, fosters collaboration, and ultimately drives sustainable growth and success. To learn more, please join our seminar "[Leading vs. Managing: Why Knowing the Difference Matters](#)" on April 25th.

### References

Algoe, S. B., Gable, S. L., & Maisel, N. C. (2010). It's the little things: Everyday Gratitude as a booster shot for romantic relationships. *Personal Relationships*, 17(2), 217-233.

Bartlett, M. Y., & DeSteno, D. (2006). Gratitude and prosocial behavior: Helping when it costs you. *Psychological Science*, 17(4), 319-325.

# 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: What strategies can managers employ to manage their emotions when facing challenging situations?**

A: Managers can practice self-awareness by recognizing their emotional triggers and implementing coping mechanisms such as deep breathing exercises, mindfulness techniques, or taking short breaks to regain composure. Additionally, seeking support from colleagues, mentors, or professional resources can provide perspective and help manage emotions more effectively.

**Q: How can leaders maintain their emotional resilience while guiding their team through challenging times?**

Leaders can prioritize self-care practices, such as regular exercise, mindfulness meditation, and seeking support from mentors or peers to recharge and maintain emotional resilience. Setting realistic expectations, delegating tasks effectively, and maintaining a positive outlook can help leaders navigate challenges confidently and optimistically. Additionally, fostering a culture of trust and empowerment within the team can encourage collective problem-solving and shared responsibility, further bolstering leaders' emotional well-being.

**Q: What leadership strategies can help managers navigate conflicts arising from emotional differences among team members?**

A: Leaders can facilitate open dialogues and constructive discussions to address conflicts stemming from emotional differences. Encouraging active listening, perspective-taking, and finding common ground can help bridge emotional divides and foster mutual understanding. By modeling effective conflict resolution skills and emphasizing the value of diverse perspectives, leaders can turn conflicts into opportunities for team growth and collaboration.

**Q. How can managers effectively address emotional reactions from team members during stressful situations?**

Managers can create a supportive environment by actively listening to team members' concerns, acknowledging their emotions, and validating their experiences. Encouraging open communication, providing reassurance, and offering practical solutions can help alleviate stress and foster a sense of psychological safety within the team.



## 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

