

NEELY EAP NEWSLETTER

JUNE 2024



WELLNESS SEMINAR

Please join us for our live seminar
"Effective Performance Feedback: The Art of Giving and Receiving Constructive Criticism"

JUNE 20 @3PM

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JULY 25TH

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.

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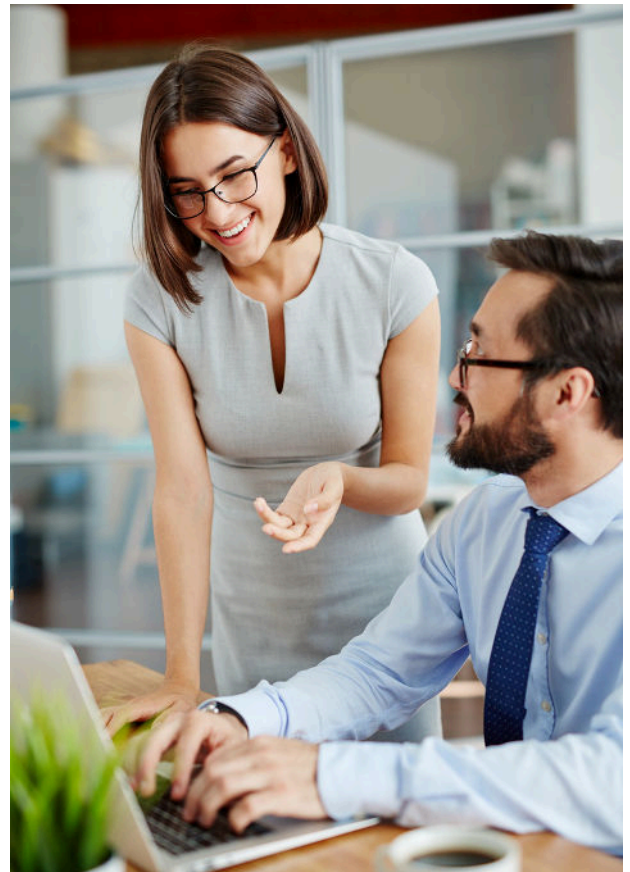
Effective Performance Feedback: The Art of Giving and Receiving Constructive Criticism

By: Courtney Garcia Echeverria

As managers and directors, your role in providing constructive criticism and fostering a culture of continuous improvement is pivotal to the success of your organization. Your ability to deliver feedback constructively directly influences your team members' morale, productivity, and growth. When delivered effectively, constructive criticism serves as a catalyst for individual and organizational development, driving performance excellence and achieving strategic objectives.

Guidelines for Providing Constructive Criticism:

- **Be Objective and Specific:** Base feedback on observable behaviors or outcomes rather than subjective opinions. Provide specific examples to illustrate your points and offer actionable recommendations for improvement.
- **Encourage Growth and Development:** Approach feedback as an opportunity for growth rather than a critique of shortcomings. Offer support, resources, and developmental opportunities to empower individuals to reach their full potential.
- **Establish a Feedback Culture:** Foster an environment where feedback is welcomed, encouraged, and reciprocated. Lead by example by soliciting input from your team members and demonstrating a willingness to learn and grow.



Strategies for Receiving Constructive Criticism:

- **Lead with Humility:** Approach feedback with humility and a genuine desire to learn and improve. Set aside defensiveness and ego and embrace feedback as an opportunity for self-reflection and growth.
- **Listen Actively:** Practice active listening to fully understand the perspectives and insights shared by your team members. Clarify any uncertainties and demonstrate empathy and understanding in your responses.
- **Take Action:** Act upon the feedback received by implementing meaningful changes and improvements. Communicate your commitment to growth and development, inspiring your team members to do the same.

In conclusion, your proficiency in providing and receiving constructive criticism sets the tone for a culture of excellence within our organization. By adhering to these guidelines and embracing feedback as a catalyst for growth and development, you can empower your team members to reach new heights of success.

Please utilize your EAP benefits and join us on June 20th for our monthly seminar, "Effective Performance Feedback: The Art of Giving and Receiving Constructive Criticism."

References

1. Riggio, R. E. (2016). "The Art of Constructive Criticism: How to Give It and Take It Like a Pro." *Leadership Quarterly*, 30(3), 295-312.
2. Gino, F., & Staats, B. R. (2015). "The Power of Receiving Feedback." *Harvard Business Review*. Retrieved from [link].

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 encourage my team members to actively participate in a feedback culture, especially if they are hesitant or resistant to receiving constructive criticism?

A: To foster a feedback culture, lead by example by actively soliciting feedback from your team members and demonstrating openness to receiving criticism yourself. Additionally, it provides training and resources on effective feedback techniques, emphasizes the importance of constructive criticism in personal and professional growth, and creates a safe and supportive environment where individuals feel comfortable sharing their thoughts and ideas.

Q: What strategies can I employ to effectively address performance issues while maintaining a positive and supportive relationship with my team members?

A: When addressing performance issues, focus on behaviors or outcomes rather than personal traits, and provide specific examples to illustrate your points. Approach the conversation with empathy and a genuine desire to support the individual's growth and development. Offer constructive feedback in a private setting, allowing for open dialogue and collaboration on finding solutions. Finally, follow up with ongoing support, guidance, and recognition of progress made towards improvement.



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

