

# NEELY EAP NEWSLETTER

SEPTEMBER 2024



## WELLNESS SEMINAR

Please join us for our live seminar

"Empathy in the Workplace:  
Fostering Understanding  
and Connection"

SEPT 19TH @ 3PM

[REGISTER](#)

## QUARTERLY WEBINAR SERIES

"Me, Them, & Us": Healthy  
Viewpoints from  
Organizational Leaders

OCT. 24TH

3PM

## 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  
[admin@neelyeap.com](mailto:admin@neelyeap.com)  
[neelyeap.com](http://neelyeap.com)



# Empathy in the Workplace: A Key to Effective Leadership and Team Cohesion

By: Courtney G Echeverria

Empathy is a personal virtue and a critical leadership skill that can drive team success and enhance organizational culture. As managers and leaders, fostering empathy in the workplace is essential for building solid and connected teams and achieving optimal performance. Here is why empathy is crucial and how you can cultivate it in your leadership approach.

## The Power of Empathy in Leadership

Empathy involves understanding and sharing the feelings of others, which is fundamental for effective leadership. Research in Harvard Business Review shows that leaders who exhibit empathy are more successful in building trust, enhancing employee engagement, and reducing turnover (Goleman, 2017). Empathetic leaders create an environment where employees feel valued and supported, increasing motivation and productivity.

Furthermore, a study published in the Journal of Organizational Behavior underscores that empathy significantly improves team dynamics and conflict resolution. Teams led by empathetic managers experience better communication, stronger relationships, and more effective collaboration (Jordan & Troth, 2019).

## Strategies for Practicing Empathy as a Leader

**1. Listen Actively:** Make a concerted effort to listen to your team members. Show genuine interest in their concerns and feedback, and avoid interrupting. Active listening demonstrates respect and helps you understand their perspectives.

**2. Engage in Open Dialogue:** Encourage team members to share their thoughts and feelings. Use open-ended questions to facilitate meaningful conversations, such as "What challenges are you facing with this project?" or "How can I support you better?"

**3. Support and Recognition:** Offer support when team members face difficulties and acknowledge their achievements. Showing you care about their well-being and contributions strengthens morale and fosters a positive team atmosphere.

**4. Model Empathetic Behavior:** Demonstrate empathy through your actions. Your behavior sets the tone for your team, so model understanding and compassion in your interactions.



## Conclusion

Empathy is a cornerstone of effective leadership that drives team success and enhances organizational culture. Incorporating empathy into your leadership style creates a supportive and cohesive work environment that boosts employee engagement and performance. Embrace empathy as a strategic tool to lead your team with greater understanding and connection.

*To learn more about empathy, please join the upcoming webinar [Empathy in the Workplace: Fostering Understanding and Connection](#), on Thursday, September 19th.*

### References

1. Goleman, D. (2017). What makes a leader? Harvard Business Review. Retrieved from Harvard Business Review.
2. Jordan, P. J., & Troth, A. C. (2019). Emotional intelligence and leadership: A review and future directions. Journal of Organizational Behavior, 40(7), 713-758.

# 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 can I effectively measure the impact of empathy on my team's performance?**

**A:** Measuring the impact of empathy can be approached through a combination of qualitative and quantitative methods. Conduct regular employee surveys to gauge job satisfaction, engagement, and team cohesion. Look for improvements in communication, reduced conflict, and higher productivity. Additionally, turnover rates and feedback from performance reviews should be tracked to assess whether empathetic practices lead to better team dynamics and retention.

**Q: What practical steps can I take if I find implementing empathy challenging in my leadership style?**

**A:** If you find it challenging to practice empathy, focus on small, actionable changes. Begin with active listening—make a conscious effort to give your full attention during conversations. Engage in regular one-on-one meetings to understand your team members' needs and concerns. Seek feedback from your team on how you can better support them. Consider empathy training or workshops to develop your skills further. Remember, empathy is a skill that improves with practice and intention.



## 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

