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JUNE 2025

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WELLNESS SEMINAR

Join us for our monthly seminar
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for Effective Performance
Management**

**06/19/25 | Thursday
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Effective Performance Feedback: The Art of Giving and Receiving Constructive Criticism in the Workplace

By: Courtney Garcia-Echeverria

In today's fast-paced and collaborative work environments, giving and receiving constructive feedback is essential for personal growth, team success, and overall organizational performance. For employees, learning how to engage in feedback conversations with professionalism and openness can make a significant difference in career development and workplace culture.

Giving Feedback: Focus on Behavior, Not the Person

When offering feedback to a colleague or team member, it's important to be clear, respectful, and specific. Vague comments like "You need to be better in meetings" can come across as unhelpful or critical. Instead, use the SBI model—**Situation, Behavior, Impact**—to guide your feedback. For example: "In today's team meeting (Situation), you interrupted a few people while they were presenting (Behavior), which made it hard for others to share their ideas (Impact)." This approach keeps the conversation objective and focuses on improvement, not personal judgment. Remember, feedback isn't just about pointing out what's wrong. Highlighting what someone is doing well reinforces positive behavior and motivates continued effort. A balanced, honest approach fosters trust and credibility.



Receiving Feedback: Embrace a Growth Mindset

Receiving feedback—especially critical feedback—can be challenging. It's normal to feel defensive or uncomfortable, but how you respond can set you apart as a professional. Instead of reacting emotionally, listen actively and ask clarifying questions. Try to understand the perspective behind the feedback and see it as a tool for growth. Heen and Stone (2014) emphasize that feedback often triggers internal reactions because it touches on our identity and sense of competence. Recognizing this emotional component can help employees stay calm and constructive during these conversations.



Creating a Feedback-Friendly Culture

In high-performing organizations, feedback isn't seen as punishment—it's a regular, valued part of team development. According to London (2003), companies that promote open feedback loops empower employees to continuously improve, collaborate more effectively, and innovate with confidence. As an employee, your ability to engage in productive feedback conversations—with peers, managers, and even across departments—demonstrates emotional intelligence and leadership potential. Whether you're giving or receiving feedback, approach each conversation with the goal of learning, improving, and contributing to a stronger team. For more information on this topic, please tune in to June 19th webinar, **Thriving at Work: Strategies for Effective Performance Management.**

Reference:

- Heen, S., & Stone, D. (2014). *Thanks for the Feedback: The Science and Art of Receiving Feedback Well*. Viking.
- London, M. (2003). *Job Feedback: Giving, Seeking, and Using Feedback for Performance Improvement*. Lawrence Erlbaum Associates.

Thriving at Work: Strategies for Effective Performance Management

By: Courtney Garcia Echeverria

In today's dynamic workplace, effective performance management is not just about annual reviews—it's about fostering continuous growth, aligning individual goals with organizational priorities, and empowering employees to reach their full potential. When done well, performance management can boost engagement, productivity, and job satisfaction across the company.

What Is Effective Performance Management?

Effective performance management is a structured, ongoing process that includes setting clear expectations, providing regular feedback, supporting employee development, and evaluating results fairly. Rather than focusing solely on past performance, modern strategies emphasize real-time coaching and forward-looking development. A study by Deloitte (2017) found that organizations are moving away from rigid performance appraisals and toward more agile, feedback-driven systems. These systems promote transparency, encourage regular check-ins, and support adaptability in a rapidly changing work environment.



Key Strategies for Employees

- 1. Set Clear, Measurable Goals:** Work with your manager to define goals that are aligned with the company's mission and measurable over time. SMART goals (Specific, Measurable, Achievable, Relevant, and Time-bound) help clarify expectations and track progress.
- 2. Seek and Act on Feedback:** Don't wait for formal reviews—ask for regular feedback and use it as a tool for growth. Show initiative by identifying areas for improvement and following through with action.
- 3. Own Your Development:** Effective performance management includes professional growth. Take advantage of training opportunities, cross-functional projects, and mentorship programs. According to Armstrong and Taylor (2020), employees who actively participate in their development are more likely to advance and stay engaged.
- 4. Communicate Proactively:** Keep open lines of communication with your manager. Regular updates and conversations about challenges, successes, and goals ensure alignment and build trust.

Conclusion

Thriving at work requires more than meeting targets—it demands a proactive and engaged approach to performance management. By setting clear goals, embracing feedback, and owning their development, employees can drive their own success while contributing to a high-performing workplace culture. For more information on this subject, please tune in to our seminar, "Thriving at Work: Strategies for Effective Performance Management" on June 19th.

Resources & References:

- Deloitte. (2017). Global Human Capital Trends: Rewriting the rules for the digital age. Deloitte University Press.
- Armstrong, M., & Taylor, S. (2020). Armstrong's Handbook of Performance Management: An Evidence-Based Guide to Delivering High Performance. Kogan Page.





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.

At Neely EAP, we understand the challenge of balancing work and life stresses while staying mentally healthy. That's why we've partnered with your employer to offer you the following services free of charge:

- 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

