

# NEELY EAP NEWSLETTER

AUGUST 2025



## WELLNESS SEMINAR

Join us for our monthly seminar on

The Power of Soft Skills:  
Elevating Your Career and Relationships

AUGUST 21, 2025  
@2PM CENTRAL

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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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# The Power of Soft Skills: Elevating Your Team's Performance and Organizational Success

By: Courtney G Echeverria

As a leader, your impact is measured not only by your strategic decisions but by how effectively you build and guide your teams. While technical competence is essential, it's the soft skills—communication, empathy, adaptability, and emotional intelligence—that drive high performance, foster collaboration, and shape resilient, forward-moving cultures. Soft skills are no longer "nice to have"—they are mission-critical leadership tools. Your ability to develop and model these capabilities directly influences team morale, productivity, retention, and innovation.

According to LinkedIn's 2019 Global Talent Trends report, 92% of talent professionals and hiring managers say that soft skills are just as important, if not more so, than hard skills when making hiring and promotion decisions (LinkedIn, 2019). When leaders actively demonstrate soft skills, they set the tone for the rest of the organization. In environments where technical knowledge is rapidly evolving, soft skills become the enduring competitive advantage.

Investing in soft skills development isn't just a people strategy—it's a business strategy. A study published in Business Communication Quarterly found that 85% of career success is driven by well-developed soft skills, with technical expertise accounting for only 15% (Robles, 2012).

Here's how leaders can foster soft skills at all levels:

- **Model the behavior:** Demonstrate active listening, emotional intelligence, and clear communication. Your team will follow your lead.
- **Coach intentionally:** Include soft skills in performance reviews and development conversations. Recognize and reward not just outcomes, but how those outcomes were achieved.
- **Encourage psychological safety:** Create space where team members feel safe to share ideas, admit mistakes, and give feedback.
- **Design training opportunities:** Offer workshops, mentorship, or cross-functional projects where soft skills can be practiced and refined.
- **Hire for soft skills:** During recruitment, evaluate candidates for emotional intelligence, communication, and adaptability—not just technical fit.



Organizations led by emotionally intelligent managers are more likely to retain top talent, adapt to change, and deliver consistent results. Strong soft skills create the conditions for trust, creativity, and accountability—qualities every high-functioning team needs to thrive. When you prioritize soft skills in your leadership strategy, you're not just enhancing individual performance—you're amplifying the collective potential of your organization.

**To learn more about soft skills and how to implement them, please tune into our monthly seminar, "The Power of Soft Skills: Elevating Your Career and Relationships", on August 21st.**

References:  
LinkedIn. (2019). Global Talent Trends 2019. Retrieved from: <https://business.linkedin.com/talent-solutions/blog/trends-and-research/2019/global-talent-trends-2019>  
Robles, M. M. (2012). Executive perceptions of the top 10 soft skills needed in today's workplace. Business Communication Quarterly, 75(4), 453-465. <https://doi.org/10.1177/1080569912460400>

# Insights: Leveraging EAP for Leadership Success



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).

**Q1: How can I measure soft skills effectively during performance reviews or team evaluations?**

A: Measuring soft skills can be more subjective than evaluating technical outcomes, but it's entirely possible with the right approach. Start by identifying key soft skills that align with your team's goals—such as communication, collaboration, adaptability, and emotional intelligence. Then use behavior-based assessments, 360-degree feedback, or self-evaluations to gather insights. For example, ask questions like:

"How well does this employee respond to feedback?"

"Do they communicate clearly in meetings and emails?"

"How do they manage conflict or change?"

Documenting specific examples of behaviors observed during projects, one-on-ones, or team interactions helps make the evaluation fair and actionable.

**Q2: What if I have high-performing team members who are lacking in soft skills—should I still promote them?**

A: Promotions based solely on technical performance can backfire if the individual struggles to lead, collaborate, or communicate effectively. While high performers should be recognized, leadership roles demand more than just execution—they require influence, trust-building, and emotional intelligence. If a strong performer lacks key soft skills, consider giving them a development plan or mentorship opportunity before promoting them. This prepares them for success in a role where managing people and relationships becomes central. Promoting with soft skills in mind ensures long-term success for the employee and the team they will lead.



## 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

