

NEELY EAP NEWSLETTER

OCTOBER 2025



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Open Communication

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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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Building Trust Through Open Communication: A Critical Skill for Effective Leadership

By: Courtney G Echeverria

In today's dynamic workplace, trust stands as the cornerstone of a productive, innovative, and collaborative environment. As leaders, one of the most powerful ways to foster trust among teams and across organizational levels is through open communication. Effective communication doesn't just mean sharing information, but also actively listening, addressing concerns, and creating an environment where everyone feels heard and valued. When leaders prioritize transparent and honest communication they establish trust, a key ingredient in any successful organization.

How Trust Affects Performance

Trust influences almost every aspect of a company's performance. Research indicates that trust between employees and management leads to increased job satisfaction, higher morale, improved performance, and even greater levels of innovation (Mayer, Davis, & Schoorman, 1995). When employees trust their leaders, they are more likely to be engaged, take ownership of their work, and collaborate effectively. Conversely, a lack of trust often results in disengagement, turnover, and a toxic work culture.



Decision Transparency

In leadership, trust also impacts decision-making. When leaders are transparent in their decisions, even when they are difficult or unpopular, employees are more likely to understand the rationale behind them and support the outcomes. On the other hand, a lack of clear communication or secrecy can breed suspicion which can lead to reducing the overall efficiency of the organization.



Practical Strategies for Leaders

- **Transparency is Key:** Transparency fosters trust. When managers share company goals, challenges, and even uncertainties, it shows that they respect employees enough to include them in the broader organizational context.
- **Reflective Listening:** Open communication is a two-way street. Leaders must not only speak clearly but also listen attentively.
- **Consistency and Follow-Through:** For communication to build trust, it must be consistent. Employees are more likely to engage in open communication if they believe that their input will result in meaningful actions.
- **Fostering a Safe Environment:** A key aspect of open communication is creating a safe space where employees can speak freely without fear of reprisal or judgment.

These strategies can transform difficult conversations into opportunities for growth and collaboration.

In Conclusion...

Building trust through open communication is not just a desirable trait for effective leadership; it is essential for fostering a high-performance culture. By embracing transparency, listening actively, remaining consistent, and creating a safe environment, leaders can ensure that trust becomes a foundation of their leadership style. Trust empowers employees, increases organizational commitment, and drives success, making it one of the most valuable assets a leader can cultivate.

For more information...

Please tune into our upcoming leadership webinar "Building Trust Through Communication" on November 13th.

References

- Mayer, R.C., Davis, J.H., & Schoorman, F.D. (1995). An integrative model of organizational trust. *Academy of Management Review*, 20(3), 709-734.
- Lencioni, P. (2002). *The Five Dysfunctions of a Team: A Leadership Fable*. Jossey-Bass.

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.



Q: How can leaders repair trust once it's broken?

A: Even the best leaders make mistakes, and sometimes those mistakes impact trust. The most important step is to acknowledge the issue openly and take responsibility, rather than minimizing or ignoring it. We offer confidential consultations and leadership resources to help you acknowledge missteps, communicate sincerely, and create a plan for rebuilding credibility.

Q: What role does communication play in building trust?

A: Open, honest communication is essential to making a team work. Our EAP provides workshops and tools on reflective listening, conflict resolution, and transparent communication, helping leaders strengthen trust through clarity and empathy.



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

