

NEELY EAP NEWSLETTER

MARCH 2026



QUARTERLY WEBINAR

Join us for our quarterly webinar on

Coaching Instead of Managing: Turning Employees Into High-Performers

MARCH 27, 2026
@2PM CENTRAL

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Time Mastery for Busy Professionals: Prioritizing, Planning & Managing Mental Load

MAR. 19, 2026
@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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Coaching Instead of Managing: Turning Employees Into High-Performers

By: Rosalinda Rodriguez LPCA

I'd like for you to sit with something for a moment: The best leaders aren't the ones with all the answers. They're the ones who know how to ask the right questions. There's a meaningful difference between managing and coaching which shows up in your team's performance, engagement, and mental health. Managing tends to be directive: assign the task, check the box, repeat. Coaching, on the other hand, is developmental. It asks: *"What does this person need to grow?"* Employees who report having a coach-like manager show much higher engagement, have greater job satisfaction, and show significantly lower burnout rates (Gallup, 2023).

What does a coaching mindset actually look like? It starts with curiosity over control. Instead of telling an employee what to do, a coaching leader asks what's getting in their way. Instead of solving the problem for them, you help them think it through themselves. This builds confidence, critical thinking, and ownership, three ingredients every high performer needs. It also signals something powerful: I trust you. And trust, as it turns out, is one of the strongest predictors of team performance.



A few shifts that make a real difference:



Replace status updates with growth conversations.

Swap "Where are you on this?" try "What's been most challenging, and what have you learned?" You get better information, and your employee gets a manager who actually sees them.



Ask before you advise.

When an employee brings you a problem, resist the urge to immediately solve it. Try: "What have you already considered?" or "What do you think the best path forward is?" You might be surprised by the answer, and so might they.



Give feedback that develops, not just corrects.

Coaching feedback is specific, forward-focused, and tied to the employee's growth, not just the task at hand. The goal isn't compliance. It's capability.



Invest in your own mental health as a leader.

You can't coach others through stress and uncertainty if you're running on empty yourself. Modeling self-awareness and emotional regulation is one of the most underrated leadership tools there is.

To learn more about this topic, please join our upcoming webinar, [Coaching Instead of Managing: Turning Employees Into High-Performers](#) on Friday March 27th, at 2:00PM CST.

References

Gallup. (2023). State of the Global Workplace: 2023 Report (p. 13). Gallup Press. <https://www.gallup.com/workplace/349484/state-of-the-global-workplace.aspx>

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: I barely have time to get through my own workload. How am I supposed to add coaching to my plate?

A: This is one of the most common—and most valid—concerns leaders raise. The reframe worth considering: coaching isn't something you add to your workload, it's a way of doing the work you're already doing. A two-minute check-in that leads with curiosity instead of directives, or one thoughtful question at the start of a one-on-one, costs you very little time but returns significant dividends in employee ownership and reduced escalations back to you. The goal isn't more meetings, it's better ones.

Q: What if I try a coaching approach and my employee still underperforms?

A: Coaching is not a replacement for accountability, it works alongside it. If an employee is underperforming, a coaching conversation might surface whether the issue is skill (they don't know how), will (they're disengaged), or something environmental (they don't have what they need). Each has a different solution. Coaching helps you get to the root cause faster, which makes your corrective actions more targeted and more fair. And if accountability measures are still needed, they will be better informed.

Q: I didn't have a coach when I was coming up. I figured it out on my own, why is this suddenly so important?

A: Because the workplace has changed, and so have the people in it. Today's employees, across generations, consistently report that feeling supported and developed by their manager is a top factor in whether they stay, engage, and perform (Gallup, 2023). "Figuring it out on your own" may have built resilience, but it also may have cost you more than you realized, in stress, in time, in opportunities missed. The leaders who thrive now are the ones willing to evolve their approach. That's not a weakness. That's exactly what high-performance looks like.



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

