

NEELY EAP NEWSLETTER

JULY 2026



QUARTERLY WEBINAR

Join us for our quarterly webinar on

Holding People
Accountable With
Empathy, Clarity &
Consistency

09/25/26 | FRIDAY
2:00 PM CENTRAL TIME

CLICK HERE TO
REGISTER

WELLNESS SEMINAR

Join us for our monthly webinar on

Stress-Resistant
Communication: How
to Speak Calmly When
Others Aren't

07/23/26 | THURSDAY
2:00 PM CENTRAL TIME

CLICK HERE TO
REGISTER

ON-DEMAND TRAINING

[HTTPS://NEELYEAP.COM/EAP-RESOURCES](https://neelyeap.com/eap-resources)

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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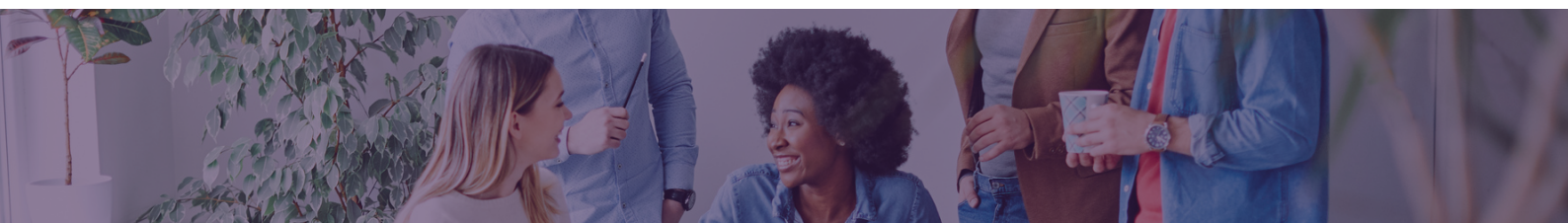
Minority Mental Health & Cultural Wellbeing

If you manage people, chances are you're leading someone whose lived experience differs from your own, whether by race, gender identity, religion, or socioeconomic background. That difference isn't something to smooth over. It's something to understand, because it directly shapes how safe, supported, and capable your team members feel showing up to work each day. It's about recognizing that people are already experiencing work differently, often in ways you can't see from the outside.

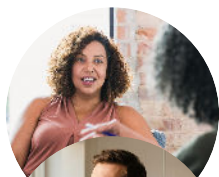
Employees who feel their identity is valued by leadership report significantly higher psychological safety, and organizations seen as genuinely investing in diversity see far stronger trust and engagement in return (Mental Health America, 2023). Separately, research on inclusive leadership has found that trust-building behaviors and tolerance for mistakes compound over time, eventually translating into measurable gains in employee performance (Frontiers in Psychology, 2025). The takeaway here is: inclusion drives performance.

Leaders don't need a clinical background to make a meaningful difference. What matters most is consistency in a couple key behaviors:

- **Notice patterns, not just incidents.** If the same employee consistently goes quiet in group settings but is articulate one-on-one, that's worth your curiosity. It may have nothing to do with skill and everything to do with whether they feel safe being visible.
- **Separate performance conversations from identity assumptions.** Be mindful of unconsciously holding employees from different backgrounds to different standards, whether that's tone, communication style, or "culture fit." These assumptions are often invisible to the person making them.



Minority stress doesn't stay home when someone clocks in. It shows up as hypervigilance in meetings, hesitation to speak up, or exhaustion from constantly managing how they're perceived. Left unaddressed, this isn't just a wellbeing issue, it's a performance and retention issue. Here are three things you can start this week:



Ask, then listen without fixing.

In your next one-on-one, ask one team member what would make them feel more supported at work. Resist the urge to solve it immediately, just listen.



Audit your own assumptions.

Before your next performance conversation, pause and ask yourself whether you're evaluating the work or evaluating how comfortable someone's style feels to you.



Normalize the conversation.

You don't need all the answers. Simply acknowledging that identity and mental health intersect, and that you're paying attention, builds more trust than silence ever will.

Leading inclusively isn't about getting everything right. It's about staying curious, staying consistent, and recognizing that your team's wellbeing and your team's performance were never separate things to begin with.

To learn more about this topic, please join our upcoming webinar, [Stress-Resistant Communication: How to Speak Calm When Others Aren't](#) on Thursday July 23rd, at 2:00PM CST.

By: Rosalinda Rodriguez, LPCA
Supervised by Dr. K. Neely, Ph.D., LPC-S

References:
<Click to View Reference Document>

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: Isn't it risky to bring up identity at work? What if I say the wrong thing?

A: It's a common worry, but silence carries its own risk as well. You don't need perfect language to lead well. What matters most is curiosity and consistency. A simple, genuine "I want to support you, help me understand what that looks like" goes further than rehearsed phrasing. Employees tend to notice effort and follow-through far more than they notice an imperfect choice of words.

Q: How do I know if an employee's quietness is about psychological safety versus just their personality?

A: Look for contrast across settings. If someone is reserved everywhere, that's likely just their style. But if someone is engaged and articulate one-on-one yet consistently quiet in group settings, that gap is worth noticing. It can signal that something about the group dynamic, not the person, is shaping their behavior.

Q: How is this different from just being a generally supportive manager?

A: General support is a great foundation, but it can miss identity-specific stressors if you're not actively looking for them. Two employees can receive the same "open door" treatment and experience it completely differently depending on their background. Inclusive leadership asks you to go one layer deeper: noticing whose voice tends to get less airtime, and actively making room for it.



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

