



# EAP SUPERVISOR ENHANCEMENT NEWSLETTER

November 2024



## DEER OAKS PRESENTS

November OnDemand Seminar

### *Laughter Helps*

*Discover how a good laugh can boost your mood, strengthen relationships, and unlock a wealth of other benefits in this session.*

Available OnDemand starting November 19th.  
Access via [deeroakseap.com](http://deeroakseap.com)

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# BUILDING STRONG WORK RELATIONSHIPS



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In today's fast-paced and diverse workplaces, building strong relationships is essential. The success of any team hinges on trust, respect, and effective communication. However, fostering these elements requires intentional effort and a strategic approach.

Here are three steps to cultivate a workplace culture where relationships thrive:

## **Step 1: Establish Values-Based Working Agreements**

Encourage self-awareness within the team by discussing shared values and goals. Collaboratively establish working agreements that guide behavior and interactions. These agreements should reflect the organization's values while respecting diverse perspectives.

**Example:** A client hired a new leader who wanted to make an immediate impact. The leader's fast-paced approach caused tension in the team. AllOne Consulting helped the team create collective working agreements like "go slow to go fast." The leader agreed to slow down to ensure everyone was on board, leading to a more cohesive team.

## **Step 2: Foster Pro-Social Behavior**

Integrate the working agreements into daily routines. Review them at every team meeting and hold each other accountable. Emphasize the importance of everyday interactions in building understanding, collaboration, and respect among team members.

**Example:** AllOne Consulting provided a client with teambuilding activities to use at the start of every meeting. One activity involved team members sharing one strength they see in their teammates, reinforcing pro-social behaviors and mutual appreciation.

## **Step 3: Proactively Address Tension**

Equip team members with the skills to navigate challenging discussions effectively. Focus on finding common ground and steer conversations towards work-related topics. By proactively addressing tension, teams can resolve conflicts constructively and move forward.

**Example:** AllOne Consulting helped a team address a pattern of perceived unfairness. Team members candidly discussed the impact of breaking workstreams to help others. They agreed to maintain work boundaries, leveraging individual strengths and mitigating weaknesses. This open communication improved team dynamics during a tense period.

As a leader, your role is pivotal in fostering a workplace culture where diverse perspectives are respected and embraced.

# HELPING MANAGERS IDENTIFY AND PREVENT EMPLOYEE BURNOUT



In a recent poll on workplace wellness, [Gallup](#) discovered that nearly 75% of American employees experience workplace burnout “sometimes,” and 25% experience it “very often” or “always.”

Employees who experience burnout are more likely to become disengaged at work or look for other opportunities. As a manager, you can play an important role in preventing burnout and strengthening employee performance, retention, and engagement.

To help your employees identify and address burnout, be on the lookout for the following symptoms:

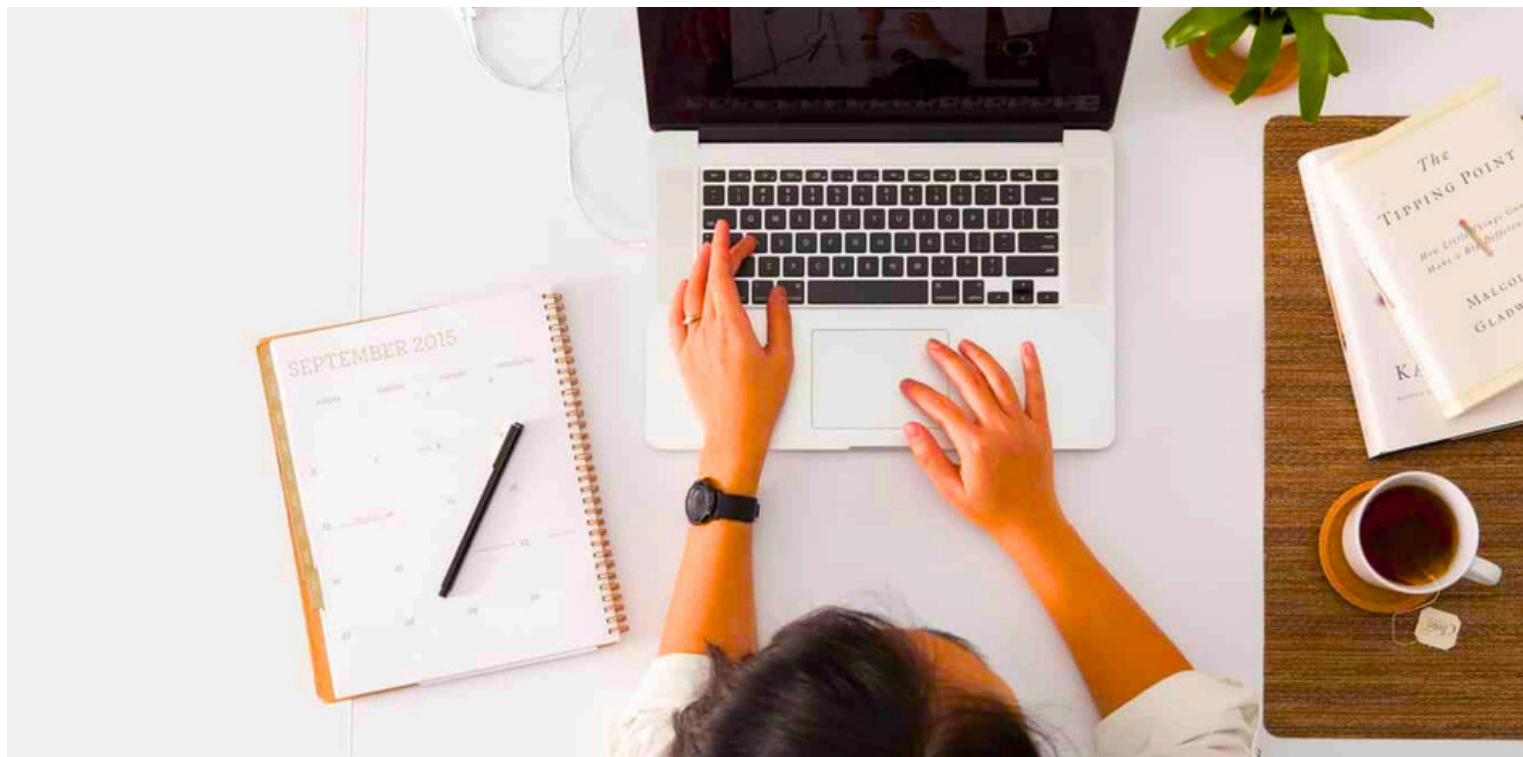
- A change in work performance, such as becoming disorganized and unfocused
- A negative attitude, loss of enthusiasm, or decreased energy or motivation
- Emotional outbursts, confrontations, moodiness, or withdrawal
- Frequent tardiness or absences due to flu-like symptoms, pains, and headaches
- Negative reactions or comments about the company

When you see symptoms like these, it’s helpful to discuss your observations with your employees. Remind them that their Employee Assistance Program can help with life’s many challenges and encourage them to reach out for support.

Here are a few additional tips that can help decrease long-term stress, job dissatisfaction, and burnout:

- **Identify and observe boundaries** between work and life. Establishing a clear separation gives employees a chance to detach, recover, and reframe the day’s events.
- **Play to an employee’s strengths** by striking the right balance between what they do well and their desire for challenge. This can help employees “find their flow,” which helps boost job satisfaction and prevent burnout.
- **Develop conflict-resolution skills** by learning how to address interpersonal conflicts promptly and constructively. This can prevent the situation from escalating or causing prolonged tension within the team.
- **Improve team communication skills** by working to foster open dialogue, encourage collaboration, and ensure that all voices on the team are heard. This, in turn, helps to promote transparency, trust, and mutual understanding among individuals.

# ASK YOUR EAP!



**Q. When should I be worried about an employee's mental health, especially concerning serious psychological symptoms, given that I am not qualified to diagnose or assess their stability?**

A. While it's essential to pay attention to the broad scope of your employee's performance issues, certain performance problems are more commonly associated with individuals experiencing significant emotional challenges. A noticeable drop in the quality or quantity of work, including missed deadlines and increased errors are more common. Some employees may struggle with procrastination or fail to meet performance targets because accomplishing tasks requires a full range of skills and emotional competencies to remain focused and complete work on time. Employees dealing with mental health issues may lack the necessary emotional resources to effectively manage their workload, leading to delays, missed deadlines, and decreased productivity. These same competencies and their diminished availability to the employee will also affect their attendance, moods, self-control over thoughts, and emotional responses to workplace stressors, and possibly their dress or appearance.

**Q. I am a new supervisor. What is the greatest challenge I will face as I take on this role?**

A. Cultivating a leadership mindset is one of the most important and challenging things to do. This refers to the attitudes and beliefs that shape your behavior and how you interact with others. Someone with a leadership mindset remains flexible and open to new ideas, viewing change not as a threat but as an opportunity for growth. A leadership mindset accepts that decisions must often be made quickly and effectively without the luxury of bouncing ideas off others. Additionally, a leadership mindset accepts responsibility when things go wrong but shares credit with others for successes. A leadership mindset develops a vision for the work unit, and it inspires and motivates employees to follow the leader to achieve it. Lastly, good leaders always think in terms of fostering a healthy and positive work environment, one that is inclusive, where everyone's perspective is encouraged and valued, and where employees feel a collaborative environment that welcomes their creativity. Embrace the leadership journey! Remember that the EAP is available for the emotional hurdles you may experience.