

# CLAREMONT EAP *Your trusted resource*

MANAGER  
SUPPLEMENT

# IMPACT

April - June 2012



## A Message to Managers from Claremont EAP

Often, the employee who needs their Employee Assistance Program the most doesn't think to call for assistance. A manager's referral to the EAP can be an effective strategy for improving an employee's effectiveness, productivity, motivation and morale. A referral to the EAP can also decrease absenteeism, reduce turnover, foster acceptance of change and reduce stress . . .

**An EAP referral can make a difference.**

For confidential help, call:

**800-834-3773**

or visit

**claremonteap.com**

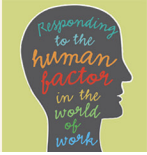
## What Makes an Effective Coach?

As a manager, supervisor, or team leader, you probably have valuable experience that can be shared with your co-workers to create a more effective team. But experience alone won't make you an effective coach. Below is a list of other tips and techniques that are important for you to learn in order to mentor and support your team well:



- Recognize and develop your employees' strengths.
- Ask for ideas and listen to what your team members share.
- Look at your employees as partners who drive the success of your organization.
- Give your employees recognition when they succeed.
- Set and model workplace performance.
- Hold your team members accountable when they don't meet organizational expectations.
- Remind everyone of their roles and responsibilities.
- Provide training opportunities and additional support programs.
- Give your team members the room to do their jobs.
- Define priorities and expectations for each employee.
- Understand that you're a role model and can positively and negatively influence the workplace.
- Keep things said to you in confidence, except when such information is illegal.
- Give clear reasons behind your decisions.
- Provide notice to your employees in advance of the changes that are coming in your company.
- Set meetings to discuss workplace performance with each team member.
- Do your part to protect employees from harmful, on-the-job stress.
- Encourage your employees when they feel overwhelmed by or lost in their work.
- Build trust with your team members at every opportunity.

Written by Life Advantages - Author Delvina Miremadi ©2012



# Preventing Conflict in Your Workplace



Conflict is an inevitable part of life and relationships. However, by working to prevent conflict, you can help minimize the negative impact it has on your overall quality of life. Finding ways to establish healthy communication lines and clear goals can help reduce conflict both in and out of work.

## 3 Common Causes of Conflict:

- 1 Expectations, values, needs, or goals don't match up
- 2 Differences in perceptions, whether this be of motives, words, actions, or situations
- 3 An unwillingness to cooperate or compromise

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### Skills That Can Reduce the Impact of Conflict and Help You Work Through Conflict:

- Keep communication lines open by developing listening skills
- State clear and reasonable expectations of others
- Ask for others' expectations of you
- Make promises that you keep
- Help show team members how to fulfill job duties and expectations
- Give praise
- Clearly state job performance expectations
- Avoid punishment tactics
- Make steps to reduce bickering
- Lead meetings as an effective communicator
- Adopt a problem-solving attitude
- Be open to negative feedback
- Trust employees to make decisions
- Encourage solutions
- Focus on common goals and remind the team of the goals
- Develop trust in others
- Be respectful of others
- Work for a solution rather than blaming others
- Remove sources of repeated problems or conflict
- Have coworkers write ways to prevent future conflicts, then use that list as much as possible