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MANAGER
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IMPACT

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Being a Strong Leader:

Tips on Making Decisions, Coaching Employees, and Communicating Effectively



As a leader, you wear many hats. In addition to overseeing others, you are also likely to be in charge of making important decisions, coaching employees through situations, and communicating with team members about important matters. To better develop effective leadership skills that will help you be successful in each of these areas, follow the guidelines to the right.

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.

For confidential help, call: **800-834-3773** or visit: www.claremonteap.com

As someone who makes decisions, you should:

- Think things through. Don't decide too hastily, and make sure to consider alternatives. Employees can be a great resource. Ask them for input regarding decisions when appropriate.
- Take risks, but know the consequences before you jump.
- Admit when you make a mistake, and use it as a learning tool. Share with others the lessons that you have been taught.

As a coach who guides employees, you should:

- Envision the goals that you and your team can accomplish. Seek and share the goals with your team, motivating them to get there.
- Show each member of the team that you are interested in his or her success. Notice unique skills and talents, and work with each member to develop them.
- Help resolve differences between team members. You can act as a mediator between two employees who don't see eye-to-eye. When doing this, make sure you are fair and supportive to each employee.
- Be enthusiastic and honest to each employee. This will inspire them to be the same way.

As a communicator, you should:

- Give the employee your full attention when he or she is speaking to you. Don't be quick to criticize or judge, hear the person out, and think before you speak.
- Check if employees understand goals.
- Give feedback to employees. This can be constructive criticism, but make sure you present it in an encouraging and supportive way. Be specific when an employee needs to make a change.
- Be calm when stressful situations arise. Be the voice of reason when things are tough.
- When communicating praise or criticism, use "I" statements to demonstrate how you feel. For example, "I was impressed by your latest presentation to our clients," or, "I was hurt by what you said to co-workers about the team leaders."

Written by Life Advantages - Author Delvina Miremadi ©2018

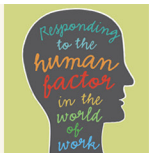
Be Happy!

Claremont EAP announces our new website with tips and tools to increase your happiness at work and at home.



Our Serenity Sloths show you the way!

Visit the Positivity Center



Receiving and Responding to Employee Feedback



Constructive feedback is a valuable necessity in the workplace. It can help people develop as professionals and become more effective employees. Below are some guidelines to help you receive feedback from your staff as well as learn skills to respond to it in positive ways.

To access your free and confidential services, call:
800-834-3773
 or visit:
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RECEIVING FEEDBACK FROM EMPLOYEES

SURVEYS

Surveys are great because they can be filled out anonymously. Employees may feel more open to respond if they don't fear repercussions for their input. Create surveys on your own or ask your human resources department if there are ready-made surveys available.

BRAINSTORMING AT A MEETING

Holding a brainstorming meeting is a great way to open the lines of communication within a group. In group settings, people may feel more comfortable sharing their ideas or issues (versus approaching a supervisor on their own).

WATCH HOW EMPLOYEES BEHAVE

Are employees tentative to approach you, or do they seem nervous when speaking to you? Think about employee behavior as a means to discovering your own style. Perhaps you are sending signals that are making you unapproachable. Try to pay close attention to your eye contact and body language.

GIVING YOURSELF FEEDBACK

It is common for other people to give you feedback, but you can also analyze your own work behavior and management techniques. Doing this can offer some valuable insight into what you're doing correctly and what may need some improvement.

Look for patterns. Is there something you are doing that consistently isn't showing progress or success? What are you doing that is consistently gaining ground? Take time to reflect on your actions.

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WHEN YOU GET NEGATIVE FEEDBACK

Criticism is inevitable, and sometimes it can be negative. When you get negative feedback, follow these tips to use it constructively:

- Accept it. Don't get defensive or destructive. Don't yell or fight back, employees will be more hesitant to be honest with you in the future.
- Ask questions and get examples so you can put it into context. Is there a common thread or pattern? See if many employees feel this way.
- Consider if a change is advisable and best for everyone involved. Then, decide what action to take, start planning for it, and move forward.