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DECEMBER**NEWS** 2022

A worksite newsletter for supervisors provided by your Employee Assistance Program.

Q + A for Supervisors

Q. I have an employee that reacts poorly to any constructive feedback that I've tried to give. What tips are there for providing productive feedback that helps an employee?

A. Many people have a hard time appreciating and digesting negative feedback but giving feedback (even critical feedback) is a necessary part of a management. Here are some steps that can help. 1) Be sure your employees know the roles and responsibilities of their position. A complaint commonly heard by EAPs is "I don't know what my boss wants me to do." 2) Make corrective feedback clear and measurable so employees can gauge their progress. 3) Don't lecture or criticize employees personally. Stay on topic with only professionally related feedback. 4) Give feedback soon and often so your employees are never surprised by the feedback or left wondering how they have been doing. 5) Always mention the positive aspects of an employee's performance. Doing so will not undermine the corrective feedback; it will increase your employee's receptivity to the negative feedback. 6) Discuss what change and success will look like if the employee acts on your feedback. This gives the employee a specific goal to work toward.

800.395.1616

https://uprisehealth.com/members/

Support & Resources

Q. Do most supervisors learn through trial and error? Or do many supervisors use official resources on how to become a better supervisor? I'm fairly new to a management role, and I want to make sure I'm starting off on the right foot.

A. There is always going to be trial and error in terms of job development, and supervisor skills aren't an exception. However, there are some more formalized steps that a person can take early in one's career to improve leadership abilities and management skills. Mentorship can be very important. Observe how other supervisors lead teams and make decisions. Are they successful? Do you like their style? Can you ask them any questions? Studies have shown that setting aside a short period of time during your day to reflect on leadership and your goals within your leadership position improves your leadership abilities. And last, but certainly not least, your EAP offers supervisor educational materials that include guides on managing, managing in certain circumstances, leading effective teams, and more. They offer valuable information that can help you build your supervisor toolkit.

Q. Can supervisors consult with the EAP about other things related to our role as a supervisor, even if the subject has nothing to do with managing a troubled employee?

A. Like any employee, the EAP is available to discuss and help resolve work-life problems you experience. Even though you are a supervisor, this could include things outside of management topics including your role, communication skills, work-life balance, and more. Of course, your EAP can also help with learning management principles, helping support a troubled employee, and other management-related topics. If the EAP can't assist you because of a lack of its direct experience with the issue you bring to the program, it can still research and examine what resources can help you. We all have work-life concerns that come up—whether we're a manager or not. These roadblocks to other goals may be difficult to confront or overcome by ourselves. They might relate to other topics in our lives including psychological issues or self-esteem problems. Support from your EAP may help you spot and troubleshoot these issues.

The EAP can help.

Q. What are common but often overlooked tips when making a referral to the EAP?

A. When making a formal referral to the EAP, the most important goal is that your employee makes it to the EAP appointment. Many employees avoid or have difficulty confronting the need to follow-through on the referral, and the following are the most common reasons why: 1) Employees are often worried about confidentiality. You can help assure them that you and the EAP will not discuss the referral with any of their coworkers or managers not involved in the referral. 2) Employees are worried that the referral appointment will affect future promotional opportunities or job security. You can assure employees that the referral only matters to this performance-related matter and showing up at the appointment will be a positive step in the right direction. 3) Employees are often confused by the whole process and don't understand the steps. You can speak with employees to explain the referral process and expectations to them. 4) Employees can feel like they are set up for failure. If you tell them that you expect hearing the appointment was kept and they've made progress on the performance-related matter, then that can help them change their expectations.

Q. Is it appropriate for a supervisor to raise mental health issues with employees, such as pointing out that an employee "look sad" or "is acting anxious"? Maybe this would make an employee consider using an EAP for support?

A. These comments could be misinterpreted. However, if you can rephrase to specifically relate to a job task, role, or responsibility, that would be clearer and more appropriate. For example, if a person appears stressed at work, can you give them a specific example when they rushed through work and didn't take the time they needed to produce quality results? It's a great opportunity to ask them if they are all right and if you can help support them? This could lead to the employee opening up about feeling overwhelmed with either work or personal responsibilities. In that case, you could respond by recommending the EAP as a resource. Mental health in the workplace has received much attention in business news recently, but it is overstepping to probe into an employee's mental health. If you would like to lead by example, you can share how you are using the EAP to support your own mental health and how it has helped you address work-life concerns.

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Reflecting on Your Mental Health

Throughout all of 2022, Uprise Health has been emphasizing the importance of mental health and managing our mental health. With the holidays around the corner, we are thinking and reflecting on the year.

We hope our members have had a chance to spend some time using our digital mental health platform to learn more about important mental and behavioral life skills including mindfulness, stress management, mindset management, and acceptance. These mental health skills can give you a really powerful set of tools to face life's challenges, build resilience, and improve your wellbeing. If you want to reflect on what courses you took, you can check in your profile and look at what skills you acquired, how many exercises you completed, and how many minutes you spent in our CBT-based library.

Your profile also shows you a long-term view of your wellbeing and stress scores through the year from the Uprise Health Wellbeing Check. How has your wellbeing levels looked through the year? Do you notice any patterns? Any time of year that was harder or easier for you? Tracking your wellbeing and stress can give you a little more control managing your mental health throughout the year.

If you have a little time in December, we recommend rounding out the year by adding one more mental health skill. We think sleep and relaxation is important during this time of year, but go through our course library to see if there is a course that better fits your needs:
https://app.uprisehealth.com/library

DECEMBER'S HIGHLIGHTED SKILL-BUILDING COURSE: SLEEP AND RELAXATION

In this course, we cover a key set of skills that have been shown to improve relaxation and set you up well for going to sleep. December can be a busy and stressful time of year for many of us, so it's a great opportunity to build better sleep and relaxation skills. Jump in today:

https://app.uprisehealth.com/library/course/19/lesson/overview

Resources & Events

This Month's Mental Health Skill Building Webinar

Advanced Mindset

Get inspired on ways to improve your work and life in the new year.

Join us for a 30-minute webinar and Q&A
December 15, 2022 | 12pm PT

https://link.uprisehealth.com/december-webinar

This Month's Personal Advantage Webinar

Deep Relaxation for Better Sleep

In this webinar, we will focus on mind/body relaxation, one of the most important factors in falling asleep, staying asleep and getting restorative sleep.

The monthly webinars with Personal Advantage are available on the 1st day of each month and past topics are available for viewing at any time. To view the webinars, log into the Uprise Health member site with your assigned Access Code and click "Work-Life Services." Certificates of Completion are available by setting up a personal login and password within the Personal Advantage site.

December Holidays and Observances

The month of December has a lot to offer in terms of holidays and observances. Here are just a few that you can read about or observe:

December 1: National Pie Day
December 2: Special Education Day
December 7: National Pearl Harbor Remembrance Day
December 8: Feast of the Immaculate Conception, Bodhi Day/Rohatsu
December 12: Our Lady of Guadalupe
December 13: National Cocoa Day
December 15: Bill of Rights Day
December 17: National Ugly Christmas Sweater Day
December 18: First Night of Hanukkah
December 21: Winter Solstice
December 23: Festivus
December 24: Christmas Eve
December 25: Christmas
December 26: First Day of Kwanzaa, Boxing Day
December 30: National Resolution Planning Day
December 31: New Year's Eve

Happy Celebrating!

Members Love Our Webinars!

"I didn't know what to expect, but got some great information in the short time of the webinar! Looking forward to doing more of the activities and using the app. Thank you!"