

# Employee Advisory Service Newsletter

## Helpful Resources for Supervisors and Managers



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## Retain Your Best People

Many managers and team leaders ask me how to deal with employees in a way that will maximize their potential, create loyalty and respect, and cut down on high turnover and destructive behavior in the workplace. The single most common reason people stay or leave an organization is based on the relationship they have with their direct supervisor. Therefore, the key is to show a keen personal interest in each person. Recognize everyone's uniqueness and find ways to allow that uniqueness to be expressed at work.

The following tips can be adapted to your particular situation.

- One-on-one Meetings.
- Build trust; have meetings in your office over lunch or coffee with each individual.
- Get to know your employees by asking about their career goals, even if you have to acknowledge that working at their present job may just be a stepping-stone on the way.
- Ask what opportunities for growth they might like in their job.
- Ask what part of their present job they enjoy the most. Find ways to give them more of those tasks.
- Ask if there is any part of their job they don't like. If possible, relieve them of the particular task. If not, help them find ways to make it more pleasant. Break it down time-wise. Build in rewards.
- Always recognize jobs well done; give bonuses, e.g. tickets to movies or other events, recognize the employee of the month, rewards for creative ideas, etc.
- Where possible, allow the employee to learn a new area of interest. Encourage that interest by sending them to a class, etc.
- Set up a mentoring system.

If each individual employee feels appreciated, they will more likely remain motivated to stay in an organization and consistently provide quality work that is aligned with the company's goals.

Source: Free Articles from ArticlesFactory.com

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## Anxiety Disorders In The Workplace

Anxiety disorders are highly treatable, yet only one-third of those who suffer from an anxiety disorder receive treatment. Anxiety disorders are medical illnesses. They are chronic, relentless, and can grow if left untreated.

Most people feel a little anxious before a big speech, a job interview, or a visit to the doctor. Sweaty palms and butterflies in your stomach are normal reactions. Crippling fear, however, is not normal.

Having an anxiety disorder is not a sign of moral weakness. In fact, experts believe that anxiety disorders are caused by a combination of biological and environmental factors, much like physical disorders, such as heart disease or diabetes. The most common anxiety disorders are panic disorders, phobias, post-traumatic stress disorders, obsessive-compulsive disorders, and generalized anxiety disorders.

### Major Signs and Symptoms of an Anxiety Disorder

Although each anxiety disorder has its own distinct features, all include some degree of excessive, irrational, or ongoing anxiety or fear, and feelings of dread and terror. Specific symptoms can include:

- Sweating, trembling, nausea, and difficulty talking
- Painful, intrusive memories, or recurring nightmares
- Fatigue, headaches, muscle tension, muscle aches, irritability, or difficulty swallowing
- Persistent obsessive thoughts
- Intense feelings of panic and fear

### Tips for Employers

- Educate employees and managers about mental health disorders, including anxiety disorders. Encourage employees to seek care when they need it by educating the workforce that mental illnesses are real and can be effectively treated. Teach supervisors how to (and how not to) intervene appropriately by focusing on job performance.
- Promote the use of employee assistance and health programs. Early intervention is key. Remind employees of the availability of resources for staying healthy and productive. Ensure that employees know how to access care confidentially and quickly by providing information on how to do so in multiple places and throughout the year. Heavily push these messages during times of stress, at the holidays, and so forth.
- Integrate mental health educational messages in health communication strategies. Include content about anxiety disorders in company newsletters, on the intranet, and in other regular employee communication platforms.

Source: Partnership for Workplace Mental Health. (n.d.). Anxiety disorders. Retrieved August 17, 2016, from <http://www.workplacementalhealth.org/>

### Webinar Reminder

#### **How to Motivate Employees From Different Generations**

Employees who grew up in different time periods can have different values, different priorities, and different communication styles. This important presentation will explore those differences, and suggest strategies for effectively motivating employees from each generation.

Thursday, April 20th  
2:00 - 3:00 PM

Register here:  
<https://attendee.gotowebinar.com/register/5841279049468668419>

# Ask EAS!

The following are answers to common questions supervisors have regarding employee issues and making management referrals. As always, if you have specific questions about referring an employee or managing a workgroup issue, feel free to make a confidential call to the Employee Advisory Service (EAS) for a management consultation.

*Q. I know the Employee Advisory Service is available to consult with me on troubled employees and how to effectively refer them to EAS. What other types of consultative help are available to supervisors from EAS?*

A. Beyond consulting with EAS about performance issues and referrals, consider EAS as an expert source of help and guidance in five additional areas: 1) Improving relationships you have with your employees by examining your leadership strengths, communication style, and any opportunities for improving these skills; 2) Discovering ways to engage individual employees and motivate them, based on your observations of their work habits and personality styles and thereby maximizing their productivity and job satisfaction; 3) Assistance for yourself in understanding how to better manage stress; 4) Help for difficulties you face in communicating, engaging, and satisfying the needs of upper management; and 5) Guidance in managing team communication, team development, and resolving conflicts among employees, especially where personalities clash.

*Q. Three employees went to the Employee Advisory Service in a group to complain about me. Will EAS take what they say at face value or use whatever is said against me? The employees are all experiencing different performance issues. What does EAS do in situations like this?*

A. It is not unusual for small groups of employees to visit EAS to complain about a supervisor. Typically, these cases center on complaints about communication, supervision practices, anger issues, and unfair distribution of work. EAS views these cases as opportunities to help employees and reduce workplace conflicts that could grow more severe.

After a group interview, individual employee interviews typically lead to greater insights about the problem, issues within the group itself, individual employee needs, and unique concerns about each employee's relationship with the supervisor. Recommendations follow. The best outcome is reduced conflicts with the supervisor.

For serious issues concerning management practices, EAS would recommend employees to other internal organizational resources (e.g., human resources, procedures in the company handbook). Be assured that EAS does not function as a human resources advisor, legal advocate, or business representative, or team up to lead a charge against the supervisor. To do so would damage EAS's perceived value to supervisors, reduce utilization, and increase risk to the organization.

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*Information contained in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. Some of it might not apply to your particular company policies and available programs. This information is proprietary and intended only for eligible EAS members. For specific guidance on handling individual employee problems, consult with the Employee Advisory Service.*

[www.state.nj.us/csc](http://www.state.nj.us/csc) | (866) 327-9133 | [EAS\\_help@csc.nj.gov](mailto:EAS_help@csc.nj.gov)

## Webinar Reminder

**Getting to Know Your  
Employee Advisory Service**

**April Manager/Supervisor  
Orientation Webinar**

*Learn more about the  
management support services  
provided to you through EAS.*

Tuesday, April 11th  
10:00 – 11:00 AM

**Register Here:**

[https://attendee.gotowebinar.com/  
register/5970289146712596993](https://attendee.gotowebinar.com/register/5970289146712596993)