

Employee Advisory Service Newsletter

Helpful Resources for Supervisors and Managers



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION

December 2016

Page 1



How to Show Your Gratitude

It's that time of year again, when we start thinking about gratitude and how we should show more appreciation to the people in our lives. When it comes to your employees and coworkers, you should be doing it all year long.

However, if you are overdue in telling them how grateful you are for their effort, take the time to thank them either in-person or in a handwritten note. Use this script:

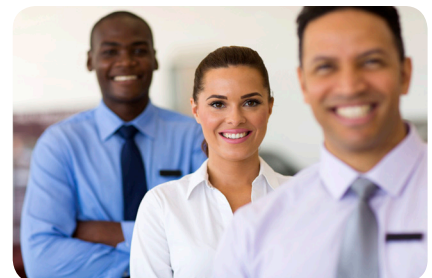
Describe their specific behavior or actions. "Matt, thank you so much for staying until midnight on Friday to finish the inventory."

Explain how it benefits the team or organization. "Because of you, we were able to meet the corporate deadline, which would have been impossible had you not stayed and worked so hard. As a result, the branch won't be penalized and that keeps our year-end bonuses intact."

Acknowledge personal sacrifice or effort. "I know it was a long day and that you missed out on spending time with your family on Friday to ensure that it was done. Yet, you did it without one complaint."

Tell them what their actions mean to you on a personal level. "The overall performance of this branch is my responsibility, and failing to meet corporate's objections definitely looks bad for me. You truly saved me, and I am beyond grateful for how hard you work. Thank you again from me and the whole team."

Source: <http://www.businessmanagementdaily.com/47420/how-to-show-your-gratitude>





How Do You Defeat the New Job Jitters?

New jobs often go hand-in-hand with uneasiness and uncertainty in the first week. As a co-worker or leader in the office, how can you make new hires feel more comfortable right away? That's what one reader asked recently on the Admin Pro Forum:

"I've always hated the queasy 'new job' feeling that makes the first week at work so uncomfortable and uncertain, and now that I'm settled in as the head of my admin team, I really want to make new hires feel completely at ease from the very first morning they come to work for us. Does anyone have any tricks for getting someone to relax and take the first few days totally in stride?"—Wallace, Lead Admin

Readers and other experts offered their advice on the matter. Experiment with these tips and find which ones work best for you and your company.

- **Bring in food.** Whether bringing doughnuts in the morning or throwing a pizza party, gathering people together to eat and mingle can break the ice and put the new hire at ease.
- **Give the grand tour.** One reader suggested giving the new hire a grand tour of the building and stopping to introduce them to anyone available, especially people they will work with frequently. Showing them around will make them feel more comfortable in the space, and introductions will teach them who they should go to with particular questions.
- **Explain the company culture.** Figuring out company norms when you are new is a headache, but you can eliminate this with new hires by thoroughly discussing the company culture with them. Martha Schmitz, senior adviser at TheMentat.com, which helps people find jobs, says to be upfront about the company culture to ensure the new hire doesn't have to rely on guessing to learn what is normal.
- **Pair them with a mentor.** Find someone in the office to show the new hire around and mentor them their first couple of weeks, says Abbie Linnerud of Teamphoria, which makes employee engagement software. The mentor will be their go-to person for information. If your new hire just moved to the area, the mentor can also give them tips on the community.

Webinar Reminder

Managing the Stress of the Holidays for Supervisors & Managers

The busyness of the Holiday season can create additional stress and pressure for managers and supervisors.

This timely webinar will discuss several practical strategies for managing your own stress - and helping your team to manage their stress - this Holiday season.

Monday, December 12th
2:00-3:00 PM

Register here:
[https://
attendee.gotowebinar.com/
register/1606252726749534724](https://attendee.gotowebinar.com/register/1606252726749534724)

Source: <http://www.businessmanagementdaily.com/47486/how-do-you-defeat-the-new-job-jitters>

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 EAS for a management consultation.

Q. I have a couple of employees who are bullying and harassing another worker on Facebook. I am not sure I can do anything about this problem because it is obviously occurring outside of work. Are my hands tied? It's causing tension on the job, but the employees' quality of work remains unaffected.

A. Speak to your human resources advisor regarding your responsibility to manage or intervene in matters of this type. Also, rely on your organization for guidance when you are unsure of your role in any matter involving misconduct. Facebook is not necessarily the equivalent of a private conversation or interaction between two people if the abusive behavior is visible to a wider audience. So the question about what employers can do depends on a multitude of factors. Are these individuals easily identified as employees of your organization on their Facebook page or other postings found there? A disciplinary doctrine called "conduct unbecoming" is sometimes used in many matters associated with misconduct by licensed professionals, the military, law enforcement, and similarly regulated employees who are visible to the public or representing their employers in situations where reputation and conduct must be beyond reproach. Regardless, if the behavior carries over to the workplace, your intervention in that context would be appropriate. EAS can also play a role within this context and can consult with you, informing you regarding how its services can best be used.

Q. Some employees may lose their jobs in the coming year — we are just not sure when. This is obviously stressful for employees. I told everyone to take advantage of EAS's services, but I am concerned about employees who won't go. How else can I help them?

A. When fear of job loss looms, employees worry about bills, the future, and their survival. Fear can cause employees to lose sleep, spend less time preparing healthy meals, lose motivation for exercise, avoid leisure activities, become isolated, eat more comfort food, procrastinate on important chores, experience depression, and not exert themselves to participate in activities that they once found pleasurable. You may pick up on these reactions while someone is on the job. It is at this time that you should reinforce the value of the EAS. A study recently showed that fear of job loss was linked to increased risk of diabetes. Researchers reviewed data from nearly 141,000 workers in the United States, Europe, and Australia. Investigators found that diabetes rates were 19 percent higher among those who felt their employment was at risk (job insecurity) compared to people who felt secure in their jobs. The study did not prove a cause-and-effect relationship, but you can see that some of these behaviors increase risk for the disease.

Q. How can supervisors play a role in helping employees not bring their problems to work, and separating their home life from their work life so productivity is not affected?

A. It's unreasonable to expect employees to "switch off" their emotions and personal concerns when they arrive to work, yet employees must be appropriately confronted when personal problems interfere with their productivity, attendance, quality of work, availability, and attitude. No supervisor will be able to prevent an employee from bringing his or her personal problems to work. However, supervisors can play a powerful role in helping employees seek help earlier before interference occurs. The promotion of the EAS to supervisors is crucial, allowing these managers to feel empowered in confronting employees and confident that the EAS is a viable resource. Avoiding any delay in supervisor referrals is also a key.

Copyright ©2016 by The Frontline Supervisor

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 EAS.