

Employee Advisory Service Newsletter

Helpful Resources for Supervisors and Managers



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Learn to Build Trust in the Workplace

It's important to be able to trust the people you work with day in and day out. It can, however, be hard to communicate this trustworthiness to others.

Here are a few tips to help show your coworkers how trustworthy you are:

1. **Be consistent.** Make sure your actions uphold your promises. People won't take you seriously if you continually make promises you can't keep.
2. **Beware of excuses.** Take responsibility for any mistake you make instead of trying to rationalize your way out of it. Those who take responsibility for their actions gain more trust from coworkers.
3. **Stay away from negative comments.** Just because a co-worker isn't there to hear them doesn't mean the comments won't be passed on. If people hear you bad-mouthing a co-worker they may wonder what you say about them when they are not around.
4. **Fact-check your information.** Before sending out information, make sure it's correct. It is tedious to have to go back and make corrections, and it also makes people second-guess you.
5. **Make commitments you can stick to.** Don't blindly commit to events you don't know if you can attend. Tell coworkers you need to check your schedule, and, if you RSVP yes, make it a priority to attend.
6. **Don't criticize people in public.** While constructive criticism can go a long way in helping an employee, it's not always best to dish it out in front of everyone in the office. Set up a meeting instead to talk to a co-worker about any issues you may have.
7. **Realize it takes more effort to build a reputation than destroy it.** While the effort you put in to make sure your coworkers trust you could take years, it can take just one conversation or incident to lose the trust you worked so hard to build. Keep in mind the kind of reputation you want to have at the office and work toward that each day.

Source: <http://www.businessmanagementdaily.com/45607/learn-to-build-trust-in-the-workplace>

Webinar Reminder

Getting to Know Your
Employee Advisory Service

October Supervisor/
Manager Orientation Webinar

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

Wednesday, October 12th
2:00 – 2:30 PM

Register Here:

[https://attendee.gotowebinar.com/
register/4714404971224107524](https://attendee.gotowebinar.com/register/4714404971224107524)



Getting More from Conferences



As corporate training budgets get tighter, companies are becoming more selective about the type of professional development they offer their employees.

With the high costs of good conferences, it is vital to squeeze the most value out of your time and your employer's money when you attend a conference.

You can get the most in terms of dollar value and learning experience by:

- *Being fully prepared and ready to learn.* Do your best to clear your desk so that you won't be distracted by what's happening back at the office. Talk to your boss about how much "checking in" is required and, if possible, arrange for someone else to handle urgent matters that come up in your absence.
- *Trying something new and different.* Some folks get into the habit of attending the same conference year after year. That's fine, as long as you are picking up new ideas and making new connections each time. If, however, you keep seeing the same crowd, maybe it's time to try a new conference in a new area and see what ideas you can pick up there.
- *Capturing new ideas.* Don't let good ideas get buried in your notes. Keep a separate "action ideas" list during the conference to remind you of what you want to apply as soon as you get home. Use a highlighter to flag new ideas during each session and review them later at the office.
- *Taking advantage of networking.* Conferences are a great place to meet other people in the same field as you. Make sure to talk to new people at the sessions during lunch and other down times. If you share interests with someone, exchange business cards and send a follow-up email soon after the conference just to touch base.
- *Applying your new knowledge immediately.* As soon as you return to the office, share what you learned with your colleagues and manager. Pick several good ideas and give them a try. Your manager will be reassured knowing that the conference was productive.

Webinar Reminder

Fall Supervisor/Manager Webinar Series- *Creating a Culture of Improved Employee Engagement*

This dynamic presentation will provide several practical strategies that supervisors can utilize in their day-to-day management approach to improve employee engagement and motivation.

The session will discuss methods for identifying the needs and interests of staff, and techniques for getting them to buy into and work towards the accomplishment of organizational goals.

Wednesday, October 19th
2:00-3:00 PM

Register here:

<https://attendee.gotowebinar.com/register/7458030629665045505>

Source: <http://www.businessmanagementdaily.com/46249/getting-more-from-conferences>

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 two employees with a personality clash. Periodically I succeed in getting them to cooperate, but it doesn't "stick." Soon they are back at each other's throats. What is the preferred method for referring them to the EAS?

A. Consult with the EAS to offer background information and plan the referral. Be careful not to see conflict as "the problem." This view of conflict can unwittingly allow you to tolerate it for years because the root causes of conflict are ignored. Conflicts between employees are usually symptoms of other issues requiring intervention or personal change. EAS can help employees identify issues negatively impacting performance and help them develop an improvement plan. If an employee, however, chooses not to deal with the issues, then it becomes a performance issue to be dealt with. Mediation is another avenue to explore.

Q. How can supervisors intervene with attitude problems, bickering, and morale problems among a large group of employees? Should I have a large group meeting to air out the issues?

A. Remember this rule: If employees are bringing their concerns and complaints to you, they are less likely to bring the same complaints and concerns to their peers. Appreciating this dynamic can help you stay proactive in developing effective relationships with employees. Start by reaching out to employees individually to interview and engage with them to gain clarity about the problems your work unit is experiencing. Do not have a large group meeting, because you may never uncover the nature of squabbles that commonly develop among subgroups. Depending on how quickly you meet individually with employees, you may notice more calm and less negativity. This is temporary and requires the next step of acting on and responding to the issues brought to you in these meetings. Establish a feedback process to gauge the impact of implementation. Consult with the EAS to have a professional validate your analysis and the conclusions you've arrived at concerning solutions.

Q. Should a supervisor always seek to motivate an employee to self-refer to the EAS before making a formal referral, other than referrals for serious work rule infractions like a positive drug test, violent incident, etc.?

A. Supervisor referrals are based on work performance, conduct, and attendance issues. In the course of supervision, a performance problem might be identified, and typically the supervisor offers guidance to correct it. If change isn't forthcoming, the supervisor's suggestion to use the EAS may come next. This in turn may lead to a formal referral if performance issues remain or become chronically unsatisfactory. There is no "progressive EAS referral process," but in practice it may look like there is. The one pitfall of this progression is the protracted period of time over which a personal problem may grow worse. This can interfere with the employee's decision to get help because of denial. Supervisors should focus on helping employees make changes early and in an expedient manner to prevent an increasing likelihood the employee's performance will become unsalvageable.

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