

CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 17 #4

A Message from Matt

Use Your E.A.R.S

Dealing with someone who has a high conflict personality can be difficult. It can drain you of your time, mental energy and destroy teamwork. Here's a simple approach encouraging conversation vs argument.



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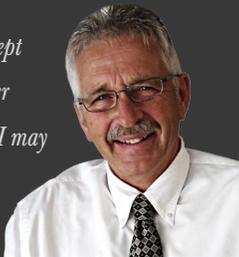
Empathy: "I can see how frustrated you are."

Attention: "I will pay attention to your concerns."

Respect: "I have a lot of respect for your efforts to resolve this problem. Let talk through some options."

Responding like this, with high conflict personalities, helps to reduce emotion and prevent escalation.

Words should be kept both soft and tender because tomorrow I may have to eat them.
-Andy Rooney

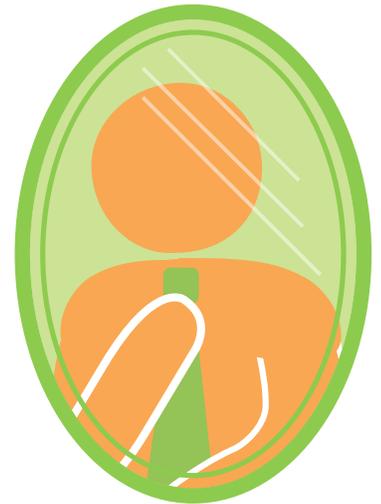


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DO YOU LIKE THE BOSS IN THE MIRROR?

The "bad boss" makes good comedy on glowing screens, but when you actually work for a bad boss, there's nothing funny. Bad bosses engender team members who:

- Worry about losing a job
- Perceive they can't meet demands and will be 35% more likely to have a physician-diagnosed illness
- By 75% identify their boss as the worst and most stressful aspect of work
- Would take a new boss over a pay raise 60% of the time*



Bad bosses engage in...

Belittling. Effective feedback enhances employee success, belittling destroys initiative & relishes 'putting you in your place.' Belittling is made more devastating with an audience.

Tantrums. Flying off the handle anytime something doesn't go exactly their way.

Unreasonable expectations. Bosses having no identity outside of work, may be susceptible to communicating that every time a team member leaves for the day she is somehow inadequate.

Failure to lead by example. The boss who doesn't walk the talk. He sets your standards but doesn't live up to those expectations. **

Perfect bosses don't exist, but this ten-item inventory can enhance the journey to liking the boss in the mirror! How do I:

1. Promote justice?
2. Defend the powerless?
3. Rescue the overloaded?

(Continued to the next page)

Connections Inc. Employee Assistance Program's mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

Connections Inc. Employee Assistance Program mission statement since 1988

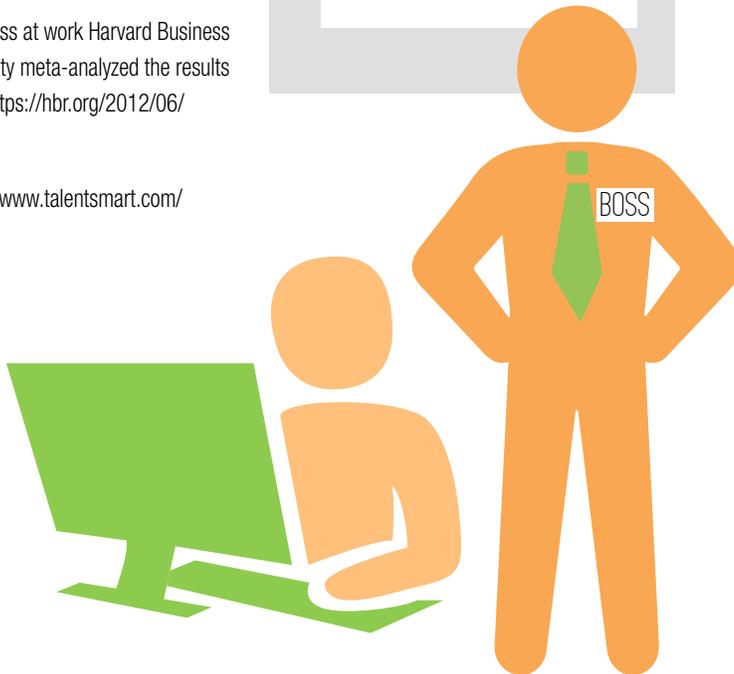
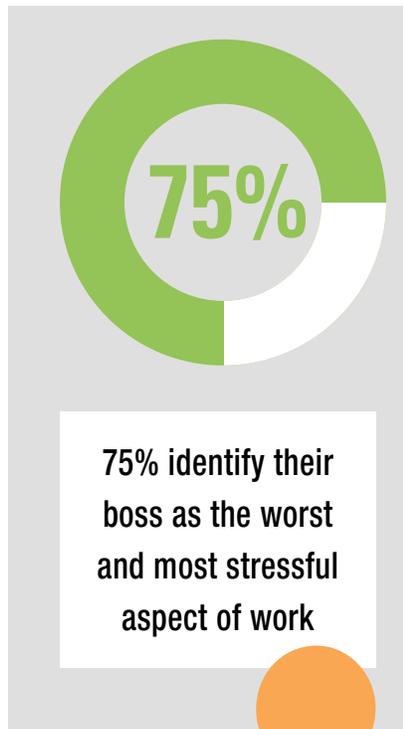
BOSS IN THE MIRROR: (from previous page)

4. Humbly crush the oppressor & bully?
5. Know people and personalize feedback?
6. Enhance the success & career of individuals?
7. Enhance the milieu of productivity?
8. Model virtue?
9. Walk my talk – a consistent example?
10. Model respect and collaboration with all internal and external customers?

Achievement for a leader includes liking the person in the mirror. A fringe benefit? You will enjoy and admire the skills and achievement of others!

* Researchers reviewing stress at work Harvard Business School and Stanford University meta-analyzed the results of more than 200 studies) <https://hbr.org/2012/06/dealing-with-a-bad-boss>

**Dr. Travis Bradberry, <http://www.talentsmart.com/>



Maynard's Corner

What do clients say about their EAP? (Continued from our last newsletter)

Here are employee examples concerning Legal and Credit Counseling issues:

- (I) was needing legal advice... your service has been a great help so far. Thanks
- I was looking for legal assistance in another state. Although it took a little longer time, I was satisfied with the reconciliation and discount.
- Consumer Credit Issues response... "Thank You EAP!"
- An employee's productivity is very much improved after contacting Connections at a huge savings to the company! We can do that for you.



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NEXT ISSUE: The 15 Faces of Emotional Intelligence

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