

CONNECTIONS

Employee Assistance Program | Employee & Family Solutions

LEADERSHIP AND THE EAP

Vol. 13 No. 3 925 Westview Drive, Rock Valley, IA 51247 (712)-476-2889 or 1-800-779-6125

March, 2016

Making Changes

How can I make it easier for employees to consider my ideas as a new supervisor? Some workers have been with our company for a long time. I've learned from experience that many are not open to change or new ways of doing things.



Consider the following steps to build an environment that helps employees become receptive to the changes you would like to implement.

(1.) Start by insuring that the changes you are considering have management support. (2) Don't rush; take time to understand the work culture and the particular viewpoint of team members before offering new ideas. (3) Be clear about what is important to you and motivating your desire to change. Begin to communicate those priorities and your observations about why change is important. (4) Use respectful buy-in strategies to link your ideas to what employees value:

- a) Present the dilemmas (priorities and observed barriers) to individuals and in group settings.
- b) Ask for solutions with open ended questions: How? What? When? Where – can this best be done?
- c) Whenever possible adopt a team member's solution using their ideas and language.
- d) Give team members credit for ideas and creativity – even if their idea parallels or restates one of your own.
- e) Encourage employee discussion about how certain changes might affect them personally. Don't argue with what you hear but “sharpen” solutions by restating priorities, observations or boundaries which would require modification to a suggestion.
- f) Seek opportunities to negotiate on the details of implementing goals while involving employees in the implementation.

Finally, keep communication flowing – that means listen, listen again and hear what is suggested! Recognize and reward success as it occurs. If change must be rapid, shorten the steps, but don't skip them.

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: “Leadership Orientation to the EAP”, is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. **Please check your wallet cards or contact your HR department for your username and password.**

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Information. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

Leadership Orientation Schedule

Session B

Thursday, March 10, 2016 Sheldon, IA

8:00am – 12:00pm

Wednesday, June 15, 2016 Sheldon, IA

8:00am – 12:00pm

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) to register and for more details.

Connections Website: www.connectionseap.com

Information provided in LEADERSHIP and the EAP is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor.

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