



HELP WITH MANAGING A BAD DAY

The manager's bad day is a reality that I do not hear much about among my peer managers or administrative staff. I know I do not always respond with the logic and patience that I know are ideal for positive leadership and good employee relations. What do you suggest?

Leaders are expected to deal with highly frustrating and escalated emotions. A leader is not allowed a bad day or to say the wrong thing, or to fly off the handle.

This creates a legal risk for the organization and the individual. So think about it for a moment, where does today's supervisor go with the pressures and demands of her role?

We all experience that emotional exhaustion – an infuriating complaint from an employee who is consistently loud, irritating and negative. You've 'had it!' Outing frustration on the employee or others at work is not an option. Unspent fury and fatigue can propel

trust the most at home. Not at all effective stress management! Leaders need a planned process for self-care and support when exhaustion sets in. Unprepared for your own fatigue? Look for support from peer leaders and/or talking with your EAP can be a good start. Remember assessing an individual situation and talking through a solution plan is exactly what the EAP counselor is trained to do. Leadership frustration will decrease as you make the effort to educate yourself and practice the good frustration management strategies

***Watch For Up Coming Virtual Leadership Development Classes**

Leadership Orientation Session B

*** Please watch for up coming classes.**

CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) for more information or register online: www.connectionseap.com

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars and skill builders are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab to access webinars, continue to scroll down on the Work/Life Services opening page. (All webinars are archived for later viewing.)

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