



HELPING MANAGERS SUPPORT MENTAL HEALTH

I don't visually observe my employees since many of them are now working remotely. I would like to keep an eye open for signs of stress, but how is this done without seeing attendance, interpersonal behaviors, or attitude problems?

You are asking a perceptive and important question! The pandemic has taken its toll. What is tricky is helping managers support the mental health of employees without stepping into or probing for personal information. Maximizing communication with workers is essential.

It is also crucial to recognize that communications are limited by print and electronic means (emails, text messages, phone conversations

and even 'Zoom'.) While information consisting of data can be transferred quite accurately via print and electronics, not so with interpersonal messages. Face to face communication adds meaning to an exchange.

Interpersonal messages, so crucial for positive teamwork, are very much limited when individuals do not have opportunity to "situation read." Imagine for a moment receiving a text which includes criticism about a decision you have made. What if, face to face, this critical comment is accompanied by an understanding smile and a friendly wave of the hand. Now contrast that visual with the very same words of criticism, delivered with wildly rolling eyes and a loud,

disgusted sigh! The actual words are identical. The meaning in this exchange, as it affects teamwork, efficiency, productivity etc. can be completely opposite of the same words delivered with a smile!

Be appropriately open about your own feelings of stress during this COVID-19 era. This "disclosure begets disclosure" idea can prompt your employees to be honest. You can then mention or encourage use of the EAP. Note that when an employee shares something personal, their anxiety or concern is usually minimized. Understanding this can also keep you from minimizing the importance of an issue that could urgently need EAP help.

Leadership Orientation Session B

June 18th, 2021
9:00am - 11:30am

CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing (info@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 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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