

CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 21 #3

A Message from Matt

Resiliency and Mental Health

Any crisis, such as the coronavirus pandemic, can test resilience. Looking to loved ones for help and emotional support, increasing self-care, and focusing on the aspects of the situation that are under your control can help you weather almost any storm.



MATT VISSER, CEO
matt@connectionseap.com

However, a notable fraction of people will develop chronic symptoms. Reports of anxiety, depression and thoughts of suicide are nearly 2X higher than before the pandemic. For those struggling or those who know of others struggling, Connections is available 24/7 and prepared to connect you with local helping resources.

"Life is 10 percent what happens to me and 90 percent of how I react to it."
-Charles Swindoll



ANDY VISSER
andy@connectionseap.com

A Pandemic Brings Employee Stresses and Pressures into Focus

The pandemic has changed the way individuals and teams work. Fear, frustration, anxiety, and workplace stress have a new and different profile with components not found before 2020.

Leadership staff must model engagement practices (see reverse Noteworthy) to optimize productivity and retain talent!

Distinctive post 2020:

- I. The virtual work environment - employees will expect flexibility where and when they work. Clear-cut time, attendance practices, leave policy and consistent expectations must emanate from leaders! Helpfulness, concern for others, persistence, and positive initiative are not options. Effort to build team spirit must follow & the know how to 'team-build' will require new creativity and will not appear magically.
- II. More is demanded from the human resource department; every work practice, policy, compensation plan and benefit must be reviewed as employees adjust to less personal teamwork. These demands will reshape HR boundaries and work-load while elevated levels of personal problems related to the pandemic make demands.
- III. More collaboration is demanded. Supervisors who have never had an in-person meeting with new employees must practice engagement strategies. Slack, Google Drive, Zoom, Trello, etc. are the connection tools. The individual's sense of personal value and creativity in the electronic world vs. face-to-face team building are quite different! An inability to label frustration when relationships are less than satisfactory will demand personal supervisory attention and leaders are going to have to deliver.
- IV. There will be an increased focus on combatting 'burnout' and pressure to explore policy and practice changes. HR departments will be in a role at the C-suite level of influence to meet persistent personal burn-out, adjustments and uncertainty. The pandemic has caused employees and leaders to run hard and fast. Fatigue that comes from a prolonged period of stress is just around every corner. Leaders must use consultation! Swift and tactful EAP referrals must be priority responses! The pressures will certainly rise!



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

NOTEWORTHY:

Gallup publishing identified these leadership strategies to optimize employee engagement following research with over nearly 25 million employees and 3 million work groups from 195 countries:

1. What will talented employees always need?
2. What will great managers always do to turn talent into performance?
3. What are the enduring secrets to finding, focusing and keeping talented employees?
4. Employees who are placed in positions where their talents 'fit', are focused, loyal and are engaged.



(Jim Harter, Introduction, First Break All the Rules, 2016 Edition)

All EAPs are not equal. In particular, free and bundled programs are shown to be less effective than more robust programs. Full-service EAPs purchased directly by employers averaged 3 times the counseling cases and 6 times the work-life cases. Studies show that employers also get more than 9 times more organizational consultations than EAPs that are bundled into an insurance program.

When promoted effectively by employers robust, EAPs consistently guide people from the workplace to practical assistance. The recent research notes a big 'if'... If employees know about the EAP. This counseling is easily accessed and may serve as a lifeline for someone in distress, but if leadership staff fail to suggest EAP, the employer's investment in the FULL-SERVICE EAP is not optimized.

The 2020 Annual Report for the Workplace Outcome Suite (WOS) measured the effectiveness of EAP counseling. Significant improvements were documented in all five measures of work success; reduced presenteeism, work engagement, workplace distress, work absenteeism, and overall life satisfaction. These studies demonstrated positive clinical outcomes and a high level of satisfaction over a large population of employees who had access to top-tier EAPs.

<https://kgreer.com/>

Maynard's Corner

Connections Inc. EAP provides many Human Resource Tools that can assist you and your team. We received a call from a potential client's attorney. The attorney stated that their client would be better served by a proactive EAP than by the attorney's services in some areas.

We provided them with a Proposal of Services the attorney recommended to the client. Please contact us for a no-obligation Proposal of Services. We would be happy to show you the true cost savings of a proactive Connections Inc. EAP.



MAYNARD WELLIK
maynard@connectionseap.com
Direct Phone: (515)890-0663

NEXT ISSUE: Mental Health Stigma in the Workplace



925 Westview Drive, Rock Valley, Iowa 51247 | Call (712) 476-2889 or 800-779-6125 | FAX (712) 476-2464

www.connectionseap.com | E-mail at: info@connectionseap.com