

CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 21 #4

A Message from Matt

Civility

Merriam Webster defines civility as: formal politeness and courtesy in behavior or speech. Civility seems to be in short supply online, in the news, on the streets, etc., but it doesn't have to be that way in the workplace.



MATT VISSER, CEO
matt@connectionseap.com

Leaders must model the way for civil conversations, showing respect and compassion in their communication and behavior. They must also provide corrective feedback when faced with uncivil behavior. I'm reminded of a comment my dad likes to use "we can disagree without being disagreeable". This seems like a great place to start!

*"To handle yourself,
use your head; to
handle others, use
your heart."*

-Eleanor Roosevelt



ANDY VISSER
andy@connectionseap.com

Mental Health Stigma in the Workplace

Stigma, by definition, is a mark of disgrace associated with a particular circumstance, quality, or person. Notice the underlined word – disgrace. Mental Health = Disgrace??

Unfortunately, in our society, there is a lot of stigma in relation to mental health. People struggling with symptoms of mental illnesses feel disgraced, embarrassed, and ashamed. Research from the National Institute of Mental Illness (NAMI) shows that the average delay between the onset of mental health symptoms and receiving treatment is 11 YEARS, due to the stigma of mental health and some lack of access to services.

I think back to a year ago when I was working on opening my private practice. I had to face the reality that I could lose potential clients just by where my office was located in my small town. Clients requested to come in the back door so others in the building couldn't see that they were seeing a therapist. They felt embarrassed to be there, for not being able to solve problems on their own and needing help. They didn't want that mark of disgrace, that stigma put on them.

EAPs can fall under the stigma, as well. It is important as supervisors to destigmatize the EAP. Hang up the posters. Hand out the informational cards. Talk about the resources the EAP has to offer. Remember, the EAP is best utilized as a problem-solving resource! The more you talk about it, the less stigmatized it becomes, and the more your benefit pays back. Mental health concerns are not a disgrace – you can be the first step for an employee in believing that and reaching out against the stigma. If you don't have an EAP for your employees, reach out to Connections for a no obligation, free proposal. We can provide an EAP for the smallest number of employees up to thousands. Contact us at 800-779-6125 or at www.connectionseap.com.

Amanda J. Ten Napel, LMFT, CEAP, SAP



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:

Retaining Talent: Ideas for the Executive Suite, Managers, and Supervisors

The pandemic experience, distance working and learning, topped off by government handouts for *not working* have put many employers into a panic trying to fill positions. If you don't see this focus, you may wish to hit the clutch and shift up into TALENT RETENTION OVERDRIVE! Shifts in worker focus were visible for several years, and like any crisis, COVID-19 accelerated trends and made the needs of today's worker crystal clear. Gallup suggests six actions you can take to support talent retention resulting in healthy growth:

- 1. Start with self.** Use *intentional* thoughts, words and actions to have a positive impact on others. Seek new learnings and insights from long term reliable employees & from bright new, young employees. Do the same outside your workplace. Acknowledge your vulnerabilities; what makes you glow? What triggers your rage? What makes you want to be defensive? Why? Do an honest internal search. Then seek consultation or training to enhance self-management.
- 2. Inspire purposeful work.** Create a compelling purpose and plan. Build a bridge between today's tasks and a brighter tomorrow. Workers are looking for a team that is purposeful and work that is purposeful.
- 3. Champion the culture.** Champion a positive culture so employees can be seen, heard, grow and contribute. Boldly align organizational systems (e.g., rewards, selection, and decision-making) with desired behaviors you want. This will create a great place to work and grow.
- 4. Coach daily.** Maintain a positive coaching mindset and practice positive coaching habits. See employees' potential and *build upon their strengths*. Compelling research has demonstrated that *strength-based coaching yields a 36% performance improvement whereas weakness-based coaching yields a 26% performance decrease*.
- 5. Engage minds and hearts.** You must see and understand the human behind the employee. Fulfill employee emotional needs (achievement, autonomy, and mastery) and intellectual needs (purpose, affiliation, and appreciation). This will also ignite ownership behavior and discretionary effort, something every successful team needs.
- 6. Facilitate excellent execution.** Drive focus and accountability for delivering results. Ensure collaboration and innovation. Consistent execution creates incentives to keep good people and predictable results.



<https://thelgroup.com>

Maynard's Corner

More than once I have mentioned the very comprehensive list of benefits included in a Connections Inc. Employee Assistance Program. Here is a quote from our Proposal of Services that quickly states what we do:

"Prompt connection upon first call to our medley of experts – Addictions, Adoption, Adult/Elder Care, Attorney, Child Care, Family Finances, Mental Health, Pre-natal Information, Special Needs Child, Summer Child Care and Onsite trauma debriefing for death and serious injury at work."

And of course, all communication is ***CONFIDENTIAL!***



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

NEXT ISSUE: Broken Minds: Employment Success and Mental Illness



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