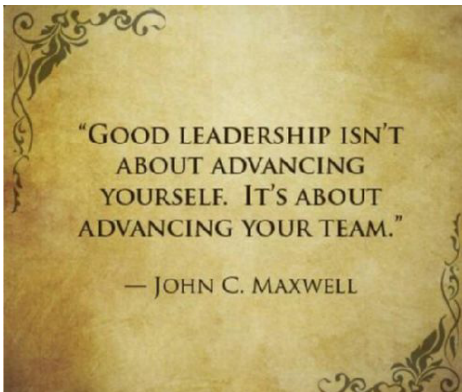




EAP LEADERSHIP COACHING

Can the EAP sit with me and my employee to serve as a mediator in a conflict we are having about performance, strategy, and my expectations for what needs to be done in her position?

What a great question to focus on as a workplace leader. Many EAP professionals have mediation skills; however, success in getting the changes you want may best be



served by a different approach. While you could arrange an EAP assessment meeting and invite your employee to accompany you, the possibility of the employee 'no-showing' or refusing the invitation may prove frustrating. Also, the nature of mediation naturally gives and will be perceived by your employee, as allowing options and choices. In effect, it elevates the worker's role in deciding whether a change will occur at all. You do not need a situation where an employee negotiates a 'right' to continue behaviors that are counter-productive or diminish the cooperation of your team.

Contact the EAP, describe your situation and ask to be referred to an EAP professional for leadership

coaching. Meet alone with the EAP professional, openly discuss your goal and enjoy one on one coaching from your EAP. Likely you will examine whether it is your need to be more assertive, more empathic, or some other refinement(s) in leadership skills that will lead to a satisfactory solution. Your EAP is the right place to go to help you accurately assess the situation and get useful coaching to move past old conflicts. Upon completing your hours with the EAP counselor, you will discover the confidence to meet additional leadership challenges. You will appreciate that new skills assisting you to raise the engagement and cooperation issues with this team member, translate into more confidence as you approach future conflict situations.

Leadership Orientation Training

Watch for up coming classes.

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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