

## A Message from Matt

One-upper: We all know someone who regularly provides a “better” story after someone shares their story. One-upping disregards the previous person’s experience and turns the attention towards the one-upper. It is a great way to turn people away from you. If you find yourself saying “that’s nothing, you should have seen...”, stop yourself and acknowledge the experience of the other person. Doing so will lead to new and better relationships in the future.



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*“...beliefs become thoughts,  
thoughts become words,  
words become actions,  
actions become habits,  
habits become values,  
values become  
your destiny”  
-Gandhi*



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## Improve Retention Without Breaking the Bank

Voluntary U.S. employee turnover in 2022 is expected to increase 20% increase from pre-pandemic levels. If businesses believe their most important assets are their employees, supporting employees’ mental health and well-being is critical. Here are five tips businesses can apply to their employee retention strategy.

**1. Implement consistent check-ins.** Most employees need human connection and want to know their leaders care about their well-being. It sounds small, but it’s extremely encouraging to employees and goes a long way in improving company culture.

**2. Be proactive and offer flexible schedules where it makes sense.** According to a recent survey from FlexJobs, 41% of employees who quit did so because they didn’t have a flexible schedule. Of course, some roles require structured hours, but many roles are not so restrictive.

**3. Overcommunicate.** Communication is critical to help employees feel valued, connected and better about themselves. It is important for employees to clearly understand how their contributions impact the mission, goals and values of the company.

**4. Recognize achievements, milestones, and special occasions.** A 2021 survey from Great Place to Work found that employee recognition was most important to 37% of employees. Companies should also acknowledge birthdays, anniversaries, births, etc. To be successful, make sure recognition is specific, timely and aligned with company values.

**5. Invest in mental health training and resources.** Investing in workplace mental health makes good business sense. Employers stand to gain a 3x- 5x return on their investment and are more likely to retain their workers. Improved mental health can increase productivity, innovation, customer service and interactions with co-workers and clients. Workplaces that regularly promote mental health resources, such as an EAP, reduce stigmas and see far greater utilization and a larger return on their investment.



<https://www.forbes.com/sites/forbesbusinessdevelopmentcouncil/2022/08/19/how-to-improve-employee-retention-motivation-and-wellness/?sh=1847a53420f0>

**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

**Safety in the workplace** is optimized when risk and crisis communications are carefully planned, notes Pamala Ferrante Walaski, author of **Risk and Crisis Communications: Methods and Messages**. Key principles here may be strikingly like the conflict resolution tenets heard from your EAP. The list from Ms. Walaski?

- A. Understand the audience. What are they asking? Listen, rather than assume...
- B. Earn trust and credibility. Prior to safety incidents & during risk incidents.
- C. Provide worst-case scenarios! 'This is not as bad...' is a better response than 'It is worse than we thought...'
- D. Engage line workers during training. (Great way to accomplish #1 above)
- E. Show compassion responding to loss and fatalities.
- F. Plan ahead – What will you say when the crisis hits?

Thank-you to Roy Berke CSP, SMS. UCLA, Environment, Health, and Safety, Berkeley, CA

**Loneliness in the Workforce.** Nearly 2/3's, 62% of the workforce consider themselves lonely employees. In a 2022 study conducted by Bowers and Lustig (see citation below) persons describing themselves as lonely report 5.7 more absentee days than others, employees self-reporting loneliness are nearly twice as likely to leave their job than those not reporting loneliness. This equates to an estimated 55 million USA employees annually. Replacing these 55 million employees each year costs employers between ½ to 2x's the quitting employees' salary. This leads to a need to emphasize healthy connectivity in the workplace. Managers, supervisors and leads staff, and coworkers all may have a role in courteous acknowledgment, encouragement, and supportive communication. Certainly suggesting 'checking out the EAP' is one appropriate response when lonely 'talk' and "behavior" is suspected or recognized.

Cigna Corp/Everworth Study, first published in Journal of Organizational Effectiveness: People and Performance, Summary by Bowers and Lustig in Journal of Employee Assistance, 4th. Quarter, 2022.

**Employee Engagement.** Employee engagement continues to be an important predictor of company performance even in the 2021 -22 tough economy. Disengaged workers are just waiting around to see what happens, while engaged workers have bought into what the organization is about and are trying to make a difference. This is why they're usually the most productive workers. Highly engaged employees outperformed disengaged employees by:

- 10% higher on customer ratings
- 22% higher in profitability
- 21% up in productivity
- 37% lower absenteeism
- lower turnover (by 25% in high-turnover organizations, 65% in low-turnover organizations)
- 48% fewer safety incidents
- 41% fewer quality defects

<https://www.gallup.com/workplace/236927/employee-engagement-drives-growth.aspx>  
<https://www.gallup.com/workplace/388685/2022-employee-engagement-guide.aspx?thank-you-report-form=1>

**NEXT ISSUE:** EAP Consultations: A Positive Impact on Employee Work Outcomes



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## Maynard's Corner

Have you ever been in a difficult employee situation and wished you had someone to talk to? Human Resource support is included in your Connections Inc. Program. Yes, you have someone to talk to.

Connections Inc. has two tiers of service that provide such support. These services are unique in the EAP environment. This level of service

is not found with embedded EAPs in disability and life insurance plans.

We are not here just for the employee and their dependents. We are here for your entire leadership team.



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