

CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 23 #4

A Message from Matt

Creativity

Allowing your people to be creative leads to innovation, productivity, adaptability, and growth depends on it.

Encourage your employees to think creatively. If it's appropriate, give them more autonomy and freedom to work out solutions.

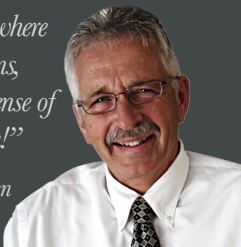
Worry about "how" later, now is the time for new ideas! Encourage appropriate risk-taking and allow for failure. As Thomas Edison said "Negative results are just what I want. They're just as valuable to me as positive results. I can never find the thing that does the job best until I find the ones that don't."

A boundary shows me where I end, where someone else begins, leading me to a sense of what I must own!"

-Boundaries: When To Say Yes, How to Say No. 1996. Henry Cloud and John Townsend



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Should I Stay, or Should I Go Now?

Stay interviews have been around for a long time but have recently gained traction as managers and workplaces work hard to engage their workforce and retain talent. These conversations help leaders better understand what motivates and interests their team members. Well done, this can produce positive results. Here are some things to consider.

Let Leaders Lead

Managers should conduct these interviews and they shouldn't be delegated to HR alone. This gives managers and employees an opportunity to build their relationships. Be honest about the reason for the meeting and provide some questions in advance, so the employee has time to reflect.

Focus on the Employee

The primary purpose of the meeting is to foster trust and engagement, supporting employees in their roles and in their careers. If employees sense that the interview is more about simply retaining them vs their growth and development, the intent of the interview has been lost. This should be an open conversation about their interests and motivations, focusing on the positive and listening to any concerns, not an interrogation. Finally, have a conversation where the employee can feel at ease. Rather than shutting the door to your office, take a walk or grab coffee or lunch.

Don't Wait Until There's a Problem

Be proactive and build the interviews into your organization's broader engagement efforts. It may feel awkward at first but after a couple of times, you'll both be more comfortable. Don't be afraid of what you might hear. It's better to have concerns brought to light so you have a chance to address them before they become insurmountable, and the employee chooses to pack their bags – rarely do unresolved issues simply go away.

<https://www.shrm.org/hr-today/news/hr-magazine/spring-2023/Pages/how-managers-can-use-stay-interviews-to-improve-retention.aspx>

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

LEADERSHIP LEVERAGE?

Gallup research found that remote-ready employees in collaborative jobs who work on-site two to three days per week are more engaged and have higher well-being. However, there is a factor that matters substantially more than the number of days in the office: 80% of employees who say they have received meaningful feedback in the past week are fully engaged -- regardless of how many days they worked in the office. As noted in Matt's lead article (reverse side) leadership teams have the leverage here!

Culture Shock: An unstoppable force has changed how we work and live. Gallup, 2023. Jim Clifton & Jim Harter.

EMPLOYEE ASSISTANCE, WHAT ARE YOU BUYING & FROM WHOM?

Post-pandemic, demand for EAP has soared and billions of dollars of venture capital has flowed into many companies that are relatively new to this global market. These providers typically sell some mix of digital Apps and internet platforms with self-care tools, iCBT robot programs, artificial intelligence features, and promote online-only access to human support. This heady, profit-driven online context promotes services directly confrontational with established EAPs, distorts what established EAPs do, and downplays the individualized EAP trio:



1. Positive contact
2. Comprehensive Assessment
3. Individualized Solution Plan. The high trust, comprehensive, professional assessment at the start of EAP use is critical to identifying the right mix of professional and practical resources to serve the unique needs of each client. EAP Imposters are real!

EAP Evidence, Mark Attridge, Ph.D., M.A. JOURNAL OF EMPLOYEE ASSISTANCE. 3rd Quarter 2023

EMPLOYEE ENGAGEMENT AND HOW DO YOU IMPROVE IT?

The Gallup team has developed an 'ELEVEN TOPIC' summary (see reference below) pointing out & titled: Improving Employee Engagement Begins Here. We at Connections will be happy to further discuss & clarify how these excellent tools can enhance your team.

<https://www.gallup.com/workplace/285674/improve-employee-engagementworkplace.aspx>



NEXT ISSUE: Self-Harm and Suicide Threat... Risks at Work??

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Maynard's Corner

Recently I spoke to a client that contacted our office with a unique question. One that rather surprised me, and even more surprised the client when Connections Inc.

had an answer.

Sometimes our system is put to the test, and it prevails.

So, the moral of the story is "Don't be afraid to ask us anything". We

may not always

have a solution, but you don't know until you try. If you have an issue causing your concern, please ask.

After all, we are here to help!



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