



APPROACHING AN EMOTIONAL EMPLOYEE

I have an employee who becomes very emotional, cries, and is difficult to calm down whenever I attempt to give her constructive criticism. I'm starting to avoid her to reduce my stress. How can I address this problem?

“Success is not final, failure is not fatal: it is the courage to continue that counts.”

-Winston Churchill

Leadership Orientation Training - Session B

Tues. Dec. 09, 2025

1:00pm – 3:30pm Virtual

Pre-register by: Nov. 20

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

Prior to making another attempt at giving feedback, it would be helpful to obtain consultation on multiple levels:

1. HR staff and/or a trusted manager within your organization may provide additional points of view.
2. A phone or email dialogue with an EA professional about the scope of the problem you face may be helpful.
3. You may choose to use in-person EAP help to design an approach to this employee. This is a very legitimate use of EAP assessment and solution planning time with a professional counselor.

It is reasonable on your part to expect employees to be open and available to feedback and make changes in behavior. If her emotional reaction continues to disturb your attempts at feedback to resolve counter-productive actions, a formal EAP referral may be very appropriate to address whatever personal problems might be derailing her success at work. It is wise to discuss formal referral strategies and in-house policies with your HR staff. It is also legitimate to discuss the formal referral process with Connections EAP staff.

Written by: Andy Visser

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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