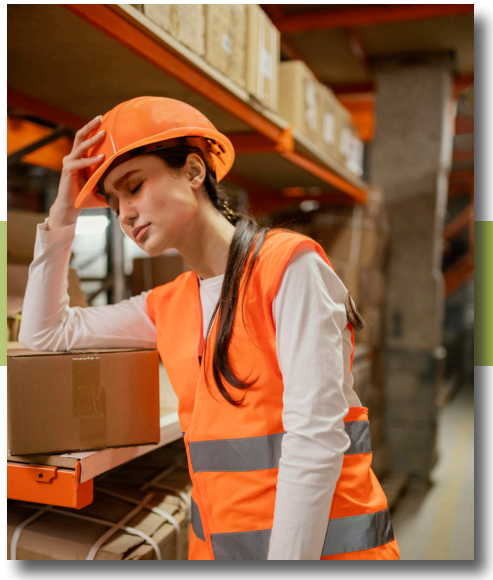
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Employee Assistance Program | Employee & Family Solutions
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CAN I BE MORE ASSERTIVE?

I tend to be too lenient with rulebreakers, tardy workers, and underperformers. I am often trying to avoid tension and conflict. Can the EAP help me be more assertive, less insecure? How? EAP is so short term.

Thank you for your honest self-appraisal! The EAP can definitely help, but since employees have grown accustomed to your current style, their resistance is normal when you begin setting firmer standards.

Your employees will test whether you're serious about the new expectations.

The EAP is equipped to assist you with strategies and skill development to help you establish a new approach to managing employees. Your honest self-assessment is ripe for self-referral to the EAP for what may be labelled 'solution-focused brief counseling.' For example, after sharing information with the EAP (as a client), you may be assigned a homework task or two to build skills like assertiveness. The EAP counselor may suggest that for the next two weeks, you address every problem/ incident calmly within 24 hours. Then you'll meet with the counselor to discuss your experience. Later, you may move on to brief corrective conversations with employees, role play them with the EAP counselor, and examine what you said, what you felt during the corrective meeting, and how things turned out versus what you feared. You may be amazed at how four or five meetings with a counselor will give you both skills and confidence to resolve your overly 'easy-going' supervisory errors. Then don't hesitate to self-refer for a check-up session when you sense back-sliding to old bad habits!

Writen by: Andy Vissser

Leadership Orientation Training - Session B Virtual
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.)

Information provided in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor. Copyright 1998, FHG.