

# eap newsletter

A worksite newsletter for supervisors and HR provided by your EAP.



**Q. I want to create a positive workplace for my employees. They seem happy as a group. Is that the only measure I need?**

**A.** You want happy employees, but high productivity is also important. Think of your workplace as having a “climate” like the weather. What is the work climate like? Many things contribute to a positive work climate. Examples include effective communication, supportive supervisory practices, and shared traditions that promote positive reinforcement, gratitude, celebration, and fun. Some work organizations establish climate committees to help monitor and influence happy, healthy, and productive workplaces. Although you do not have to establish a climate committee, you should have a means of understanding your work climate. Keep tabs on it, and view it as a strategic resource. When you consciously make your work climate a priority, you are more likely to nurture it into a positive force that facilitates employees deciding to work to their potential, rather than to just their quota.

**Q. I am hesitant about referring to the EAP because, frankly, I am disorganized. I am fairly slack in my style. If I refer an employee to the EAP, my work practices might be discussed. Obviously, my issues are not related to the EAP client, so will the EAP talk about me to other people?**

**A.** The EAP will neither make conversation about nor disclose information about your supervision style, work unit organization challenges, efficiency, or any perceived personal inadequacy, especially if your employee visits the EAP and imparts this information in the conversation. Confidentiality would extend to this information to the fullest limit of the law because it is content learned as part of a confidential interview with the EAP client. Everything an employee utters is subject to strict confidentiality provisions and your EAP’s policy. You have nothing to fear. Even if information about you was discovered or learned outside the EAP office from another source, it would not be discussed with others. EAPs are highly conscientious about their role, how they are perceived by the workforce, and what the implications are for what they say and what they do, because these things have a profound impact on EAP utilization, program viability, and sustainability. Talk with the EAP about your personal organization issues and discover relief that comes with resolution.



## Establishing a Positive Work Climate

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## Legal and Financial Aspects of Eldercare

One of the most stressful aspects of caregiving is managing your loved one's financial obligations, the cost of caregiving and living expenses, and understanding the financial nuances of Medicare and Medicaid. In this session, we will discuss these important issues and participants will walk away with resources to assist them in this often-confusing process.

Log-in any time this month to watch the webinar and ask the expert questions!

### Q. How can I be less of a micromanager, and can the EAP assist me?

A. Micromanagers are usually supervisors who control and get involved in every aspect and part of a job that's been delegated to a subordinate. This results in employees becoming frustrated. If this sounds like you, two approaches to resolving micromanaging behaviors can be considered. The first is to understand what delegation means. Delegation is the process by which responsibility and authority for performing a task or activity is transferred to another person. Is that what you are trying to accomplish? If so, education, awareness, communication, self-monitoring, and feedback from subordinates will eventually turn you into a proficient delegator. The other avenue of help is about overcoming the fear, anxiety, and distrust related to the proper completion of the work you have delegated. You may be aware of your difficulty in letting go, including multiple attempts that have not worked for very long. If this is your experience, visit with the EAP to develop a plan of action that includes a coaching model.

### Q. What's the number one complaint that employees have about bosses?

A. Complaints about managers being poor communicators usually top the list. Poor communication, in fact, beats favoritism, incompetence, never giving praise, having mood swings, and being passive-aggressive. Supervisors seeking to improve communication should not just communicate more often. Instead, they should engage and make communication reciprocal, get feedback from employees about how the communication is going, and create systems that ensure effective communication stays in place. Not doing so will allow poor communication to again emerge as a work climate issue. What kind of structure or predictable way of communicating should you establish? The answer: Get employee input and then decide. <https://www.studyfinds.org/one-in-five-employees-hate-boss/>

### Q. I have an employee who has been with our company for 24 years. During that time, he has worked at 101 percent capacity. No one could touch his energy, overtime ability, and creativity. He was a heavy drinker, but it never affected his work. That's changed. Why the change?

A. Alcoholism is an acute chronic illness. This means it gets worse over time. This does not mean all alcoholic drinkers have the same behavioral pattern on their way to the late stages. Genetics, social factors, psychological factors, and environmental factors contribute to alcoholism's manifestations. Some people may drink alcoholically almost immediately or soon after a first drink. Others may remain in less acute stages of the illness for decades. They will show few obvious effects other than a growing tolerance and problems that typically only family members recognize. Acute problems that coworkers recognize may not appear for decades, but enabling terms like "functional" alcoholic will contribute to a pattern of denial that becomes difficult to break. It appears that alcohol has begun to take its toll on your employee. Contact the EAP for guidance and a referral strategy based on his performance. If you stay focused and hold the employee accountable, the probability of effective performance-based intervention and recovery is very high.



## IBH's College Corner

Want an opportunity to save THOUSANDS OF DOLLARS OFF YOUR COLLEGE BILLS – EVERY YEAR?

October 1 starts *Financial Aid* filing "season" for high school seniors and their families. Colleges recommend all families submit the FAFSA, regardless of whether or not you think you're eligible for aid. You include income and assets of parents and students. This generates your *Expected Family Contribution* (EFC). If divorced, use custodial parent information.

The EFC is the *minimum* you should expect to pay annually for college, and the basis for need-based aid packages. The Cost of Attendance (tuition, etc.) minus EFC equals need. Most packages only include a portion of your need. Add the shortfall to your EFC to determine your true cost.

Financial aid packages vary greatly from school to school. Some schools have a lot of free money for your student, others have little or none.

You should know the *financial fit* before you apply. WE CAN HELP FIND IT (the most free money available) and help avoid the potential "got in but can't afford it" scenario.

Arrange your free 15 minute consultation with our college planning specialist by calling 800.386.7055. Maximize your student's FREE money, minimize your college costs.