



THE SUPERVISOR/HR NEWSLETTER



HELPFUL RESOURCES FROM YOUR
EMPLOYEE ASSISTANCE PROGRAM

FEB
17

February Online Seminar

Ignite a Spark-

Expanding your Life through Creativity

“Creativity is putting your imagination to work, and it’s produced the most extraordinary results in human culture”
–Ken Robinson. Learn to tap into your creativity and apply it in all areas of your life.

Available on demand February 21st
at www.deeroakseap.com

Helpline: 888-993-7650
Web: www.deeroakseap.com
Email: eap@deeroaks.com

Upcoming Supervisor Excellence Webinar Series & Leadership Certificate Program

Thinking for Success

Success in leadership begins and ends with how we think. This important session focuses on helping managers and supervisors to develop the belief systems and thought patterns that create attitudes and behaviors leading to success.

Two available sessions:

Friday, February 17th, 1:00-2:00 PM CT

Register: <https://attendee.gotowebinar.com/register/7235339944550953476>

Monday, February 20th, 1:00-2:00 PM CT

Register: <https://attendee.gotowebinar.com/register/9016792873129479684>

Members that attend 5 out of the 6 webinars will receive
Deer Oaks’ 2017 Leadership Certificate.

Focused Creativity

Rules and Guidelines are an essential part of doing business, but companies that encourage creativity are more successful in the long run. Here are some ways to help you marry rules and creativity for success.

While Medford Oregon businesses need to create to thrive long-term, they also need to operate consistently to get to the long-term. This creates tension: stability versus adaptability, status quo versus innovation. Either side of the spectrum need not exclude the other. In fact, the healthiest organizations look for the most holistic solutions possible.

In order to achieve focused creativity in a business, the team must first understand the true aim of the organization. This may or may not align with the nice plaque on your lobby wall. Franklin Covey put out a video a few years ago titled, "Max and Max." (*ATS Media) The pretend company in the presentation thought they enshrined the motto of "Service, Service, Service." However, when it came to making decisions, the core mission should have read, "We Follow Policy, No Matter What." The best day was capturing a sale and so-called customer service went downhill from there. This over-reliance on static policy rules stifled creativity and good customer care.

Again, rules and policy are necessary for an organization to operate reasonably well in the short-term; creativity is needed for the long-term health of the enterprise. Here are ways to find the "and" solution of creativity and stable operations.

Bosses

1. How much decision making ability do you give your front-line workers? Do you stretch your comfort zone on this to create a business environment with focused creativity?
2. How much tolerance do you have for well-intentioned mistakes? Do you treat these types of errors as the tuition of developing a high performance employee? Do you coach employees on how to better put decisions in the context of the organization's core purpose (not just one of the rules)?
3. Rules and policies should have a finite shelf-life. Do you routinely review (or better yet, have the newest employee review) and recommend changes and deletions?

Non-bosses

1. Do you ever spend the last few minutes of your lunch hour daydreaming about how you could make your work place better? What are the things in your control to influence? What small things would make a big difference?
2. If you are a valued worker, you probably have more influence with your boss than you think. If you have a creative idea, how will it benefit the business' bottom line? What is the return on investment? How will this idea help the company long-term? Are you willing to make a reasoned business case for you latest brainstorm?
3. If you were the boss and could change one thing (highest leverage) , what would it be? Now back to reality ... can you do things incrementally to move toward this important "one thing" over time?

Source: Free Articles from ArticlesFactory.com

ABOUT THE AUTHOR

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Ask Your EAP!

The following are answers to common questions supervisors have regarding employee issues and making EAP referrals. As always, if you have specific questions about referring an employee or managing a workgroup issue, feel free to make a confidential call to the EAP for a management consultation.

Q. I was about to make a supervisor referral of my employee to the EAP, but before I could, he went to the program as a self-referral. This is great, but I don't have a release signed, as I would if this was a formal referral. Should I ask him to sign one now?

A. Unless a serious work rule violation occurred, where a formal referral would be included, you can monitor your employee's performance for now as you normally would. You should expect resolution of performance issues. You will feel in the dark about what the status of your employee's participation in the EAP might be, but such is the case with any self-referral. That's okay. If your employee continues to struggle, then initiate a formal EAP referral and request a release as usual.

Note: If your employee was aware of a pending supervisor referral, and decided to self-refer to prevent your communication with the EAP, this will have no effect on your ability to monitor performance and act as needed. The key is to focus on performance.

Q. I am growing tired of being a supervisor because I don't like solving everyone else's problems. This is how I see my role. How can I see this job differently? I am about to quit.

A. The most common struggle supervisors face in understanding their role is learning to manage and lead. This includes establishing goals and objectives, and then helping employees get clear on the required outcomes. When employees have this clarity, then things settle down and your life gets easier. Employees then know what to do, and you become less of a micromanager. Delegation is an integral part of this process, of course. It entails assigning work, handing over authority, and holding accountable those whom work has been assigned. Grab a book on the topic of managing people at work (many such books exist), and see whether taking these steps might take the load off. Meeting with the EAP to process this journey to improvement will make it much more likely that you will be happier at work.

Q. How can I energize my employees and get them to feel excited about the work we are doing?

A. Energize employees by taking every opportunity to recognize their contributions while urging them to excel. Spend time periodically letting them feel your enthusiasm for the work, the goal, the vision, and the ultimate outcome because this positivity is contagious when it's genuine. Be sure you find your own ways to stay excited and energized because if you can't feel excitement yourself, it will not be possible to pass it along to them. Remind employees about their past achievements, and get them to understand the underlying reasons they succeeded and did so well. This will offer clues about what keeps them energized. Urge employees to top last year's achievements. If they feel your energy and genuine concern for them, they will accept your recommendation to do so without rolling their eyes.

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