

FRONTLINE SUPERVISOR

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MIIA Employee Assistance Program

800.451.1834

Threat of Violence

Q. We have an employee who gets very angry and exhibits rage. Thankfully, his performance is good, but I worry about having to fire him someday. What is the risk of violence if an employee like this is fired?

A. An examination of workplace violence incidents shows some common patterns. One is an employee's violent response to unexpected termination where, as a result, the employee believed the company or supervisor "ruined" his life. This underscores the importance of working closely with employees in correcting performance, using the EAP, providing frequent feedback, and having regular performance reviews. Use performance improvement plans and apply progressive disciplinary steps if ever needed, where each step is accompanied by an alternative to call the EAP. This leveraging approach can prevent the dismissal of some of the most difficult employees. No one can predict an employee's reaction to termination, but the less sudden and surprising the termination is to a potentially violent employee, the lower the risk of a violent response.

Energizing Employees

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 communicating your enthusiasm for the work, the goal, the vision, and the ultimate outcome, because positivity is contagious when it's genuine. Make sure to find your own ways to stay excited and energized; if you can't feel excitement yourself, it will not be possible to pass it along to them. Remind employees of their past achievements, and get them to understand the underlying reasons they succeeded. 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 recommendations without rolling their eyes.

Management Consultation Services

- Employee Performance
- Change Management
- Workplace Trauma
- Conflict Resolution
- Layoff Support
- Lunch & Learn Seminars
- Management Trainings
- Organizational Stress

Employee Services

Confidential Counseling

- Addiction
- Anxiety
- Depression
- Family Issues
- Stress Management
- Work Concerns

Resources & Referrals

- Legal
- Financial
- Child Care
- Elder Care

Diversity Awareness Workshop



Q. Our work unit is participating in a three-part workshop on diversity awareness in a couple of weeks. A few employees are grumbling about being asked to participate.

Isn't this training an appropriate business activity?

A. Your workforce is your organization's most valuable resource. Continuing education, awareness, and training all contribute to helping it maintain its value. Diversity fits this purpose, as would any other topic that could enhance its functioning. That's the business rationale. The 21st-century workplace is increasingly diverse, and where organizations or employees fail to appreciate the business case for diversity, they risk lower profits, more frequent conflicts, higher turnover, loss of customer loyalty, dysfunction, and damaged morale. Diversity awareness gives organizations a fighting chance to improve cooperation between employees and instill the mutual positive regard critical to workplace harmony. Diversity awareness is not about forcing employees to change their beliefs, which is what will make employees grumble. Instead, diversity awareness is about understanding the critical role of respect in the workplace, and how important it is to value every worker, regardless of their differences.

Types of EAP Consultative Help

Q. I know the EAP is available to consult with me on troubled employees and how to effectively refer them to the EAP. What other types of consultative help are available to supervisors from the EAP?

A. Beyond consulting with the EAP about performance issues and referrals, consider the EAP as an expert source of help and guidance in five additional areas: 1) Improving relationships you have with your employees by examining your leadership strengths, communication style, and any opportunities for improving these skills; 2) Discovering ways to engage individual employees and motivate them, based on your observations of their work habits and personality styles, thereby maximizing their productivity and job satisfaction; 3) Assistance for yourself in understanding how to better manage stress; 4) Help with difficulties you face in engaging, communicating, and satisfying the needs of upper management; and 5) Guidance in managing team communication, team development, and resolving conflicts among employees, especially where personalities clash.

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Available 24/7