

Frontline Supervisor

Summer 2011

In this issue:

- Should Employee Financial Concerns Concern Me?
- Staff Appreciation
- Make it a Healthy Summer At Work



Financial Woes

Q. Should I be concerned that many of my employees have escalating financial problems? Does this put my organization at risk in any way? I don't fear that my employees would steal from our company, but I do worry about their well-being and productivity at work.

A. Your employees are not unique. It's estimated that about 30 million employees, nearly 1 out of 4, are facing severe financial stress at this time. You are right to worry less about visible impacts like theft and worry more about other subtle, yet substantial, impacts this can have on an organization. Employers are known to lose 20 hours of productivity per month from employees dealing with financial concerns. Workplace accidents and worker's compensation claims, personal health issues and staff turnover are a few of the effects. Additionally, as a manager you may face debt collectors or even spouses seeking child support payments. Suggest your employees rely on their Employee Assistance Program for a free financial consultation with a qualified professional to get their finances in order.

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Who Do We Appreciate?

Q. We don't have the finances to spend rewarding employees for a job well done. What else can I do to help employees feel valued?

A. Employee satisfaction surveys reveal that feeling valued and appreciated by their employer is of essential importance; even more so than money. Who best to offer this? You! Employees quit when they feel under-valued or under-appreciated by their employer; in their eyes you represent 'The Company.' Organization-wide employee recognition programs are popular, but aren't the only way to acknowledge employees. Don't rely solely upon your organization to do all the appreciating. Thank people publicly, genuinely, and regularly. Be detailed in why you're noticing them. Personalize your sentiments to give meaning to the 'thanks'. Start off meetings with kudos for recent achievements, no matter how small the success might be. Engage peers to identify others' actions worth recognition. Thanking your employees isn't just good for morale; it also reinforces behaviors you want to continue...which makes a supervisor's job easier down the road.

(continued on next page)

**MIIA
Employee
Assistance
Program**

**800.451.1834
Available 24/7**

**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



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Stir it up...live it up... make a positive impact!

Kickstart the summer by implementing an office-wide Healthy Activity Campaign. Consider these free or low-cost activities for some fun, plus a great R.O.I.:

- Host an Office Improvement Competition. Reward the best idea to reduce costs, or the most organized office, or the most efficient use of crowded space, or the most stress-relieving office décor...or give awards to all four!
- Arrange a Health Improvement Campaign to lower your organization's healthcare costs and improve moods/morale in the workplace. Exchange healthy summer recipes—or even better, host a pot-luck recipe tasting event. Initiate a program that rewards walking/physical movement throughout each day. Park the car; walk from office to office or building to building to save gas while improving health.
- Install suggestion boxes for customers and employees to give anonymous (or not) tips to improve the workplace. Empty the box each week, post the suggestions and have employees prioritize the #1 item. Invite an employee or customer to spearhead an improvement project based on that idea.



Contact the MIIA Employee Assistance Program for more ideas to create a healthy and happy summer at work.

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(continued from 1st page) Do not minimize the importance of expressing your appreciation. From the employees' viewpoint, you can make a positive impact. If you feel this isn't your forte, consider working with MIIA Employee Assistance Program to advance your skills.

Build Your Skills

~ Showing Appreciation For Others~

Employees are the most valuable asset of every organization. Creating a culture of appreciating one another starts at the top. Share your suggestions with your leadership team to inspire a culture of respect. Implement an employee recognition program...even if it's only in your department, other leaders may follow suit and before you know it, you have an organization-wide initiative. Create bulletin boards where employees and customers can post compliments, praise, and achievements to celebrate. Hosting potluck lunches or ice cream socials are affordable ways to acknowledge employees who endured a tough winter, a budget crunch, or completed an exceptional project. Even the lowest performing employee deserves recognition; identify the strengths of all your employees and make a point to say it out loud.