



# EAP SUPERVISOR ENHANCEMENT NEWSLETTER

January 2025



## DEER OAKS PRESENTS

### January OnDemand Seminar

#### *Shine Your Light: Finding Your Inner Glow*

Identify your positive traits and learn how to highlight them in everyday life, resulting in a more genuine and confident self-presentation.

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# LEAD WITH A VISION: HOW PURPOSE-DRIVEN LEADERSHIP ELEVATES PEOPLE AND ORGANIZATIONS



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When leaders embrace a clear vision and purpose, they create a positive ripple effect that can transform an entire organization. A purpose-driven vision strengthens organizational cohesion, supports individual well-being, and fosters a culture where people feel engaged, valued, and motivated. Here are five ways to cultivate a vision that empowers both personal growth and organizational success.

## 5 Ways to Lead with Vision and Purpose

### 1. Build Your Vision

- **Personally:** Begin with a self-reflective inventory of your life roles—whether as a mentor, friend, or professional leader—and define what success looks like in each. Articulate your core values, the goals you'd like to achieve, and the person you want to become. Writing down your vision gives it structure and makes it actionable.
- **Organizationally:** Reflect on the organization's core values and vision of success. Is it known for innovation, an inclusive culture, or excellent customer service? Clarifying this vision creates a purpose-driven roadmap that every team member can follow.

### 2. Keep It Present

- **Personally:** A vision only works if it stays visible. Post your vision statement where you'll see it daily—whether on your desk or at home—to remind you of your goals and keep you focused.
- **Organizationally:** Display the company's vision in shared spaces like common areas or meeting rooms. Consistent visibility reminds everyone of the bigger purpose, reinforcing a sense of unity and direction.

### 3. Recite and Reinforce

- **Personally:** Make your vision part of your daily routine. Reciting it in the morning or evening connects your actions with your purpose and keeps you aligned with your goals.
- **In the Organization:** Leaders can bring the vision to life by discussing it in meetings. Encourage team members to share what the vision means to them, fostering a sense of ownership and shared accountability.



#### 4. Share It and Be Accountable

- **Personally:** Share your vision with a trusted friend, mentor, or colleague. Setting regular check-ins helps you stay accountable and track your progress.
- **Organizationally:** Sharing the company's vision with stakeholders, clients, and customers builds transparency and strengthens relationships. Regular updates on progress reassure others that the organization is making meaningful strides toward its goals.

#### 5. Visualize Your Vision

- **Personally:** A vision board is a powerful way to bring your goals to life. Select images that capture the essence of each of your roles or values to help you visualize your aspirations.
- **For the Team:** Vision boards can also work for organizations. An office vision board with images and quotes reflecting company values can energize the team and inspire new hires.

### Why Vision-Driven Leadership Matters

Purpose-driven leadership adds meaning and clarity, setting a motivating course for everyone involved. When leaders demonstrate a commitment to a purpose, employees feel connected to their work and more motivated to excel. This sense of purpose leads to better engagement, lower turnover, and an environment where people bring their best selves to work.

# SUGGESTED (INFORMAL) REFERRALS



## The Simplest Tool in Your Leadership Toolkit.

An Informal Referral is as simple as it sounds. It's really just a conversation with the employee, letting them know that you are concerned about them and reminding them about how the Employee Assistance Program (EAP) can help.

## Why are supervisors best positioned to encourage voluntary use of the EAP?

- **Awareness** – Often the supervisor is the first to know when something of a personal nature is impacting the employee. Supervisors know the employee's leave records, work habits, job conduct, appearance, and likely a fair amount about their personal situation.
- **Influence** – Supervisors are well-positioned to encourage their employee(s) to do something about a problem. A person who may not listen to family and friends will frequently make changes when the workplace intervenes.

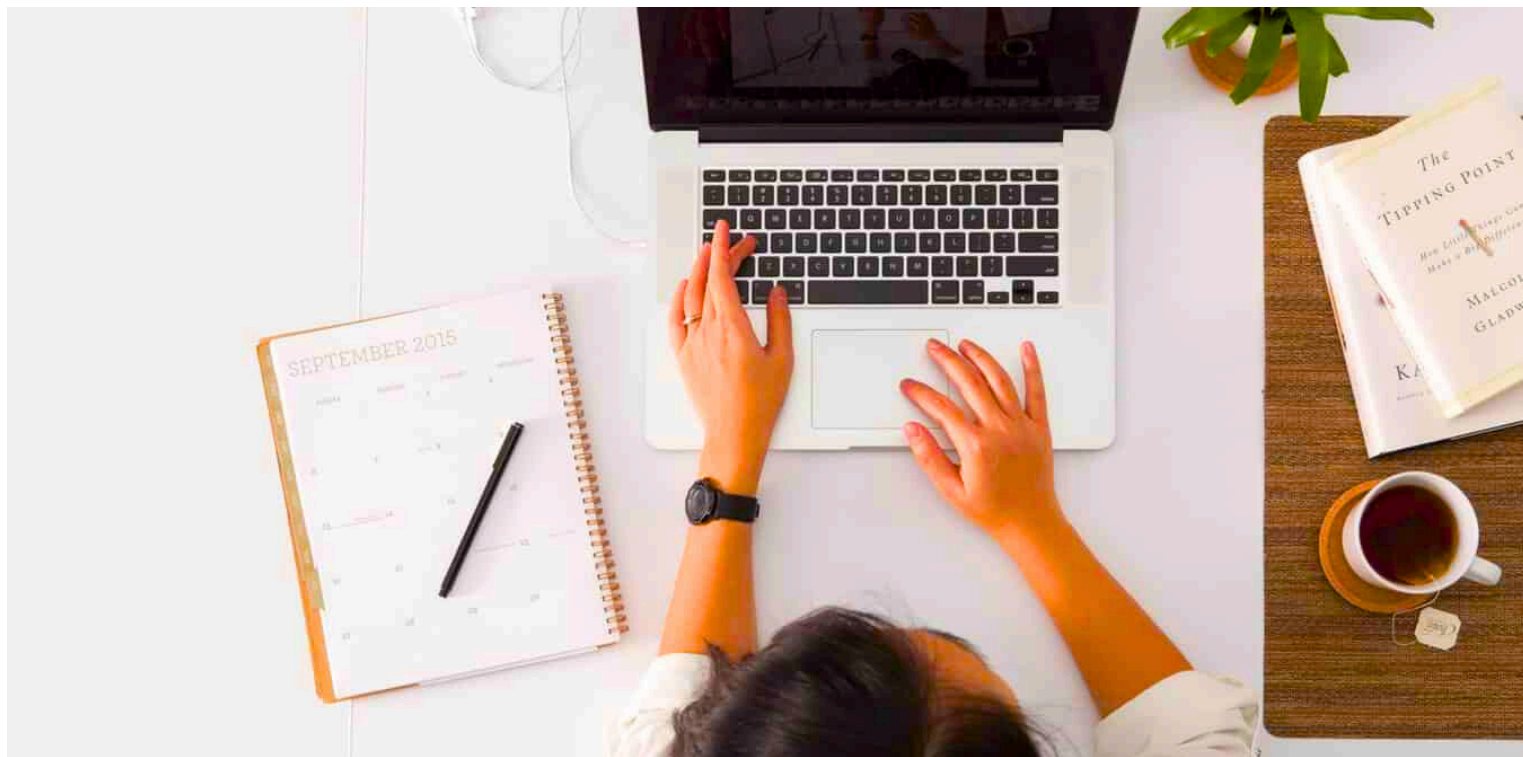
## Tips for a successful Informal Referral:

- Emphasize confidentiality! Make sure the employee knows that you are not informed about their use of the Assistance Program. You are simply reminding them that this resource is available.
- Continue to observe and document signs of improvement or deterioration of performance.
- If you observe a continuation of the problematic behavior or performance, have a follow-up conversation. This is a good time to consider a Supervisor (Formal) Referral. If you are unsure whether a Supervisor Referral would be helpful at this time, call for a management consultation.

Self-referrals are voluntary. They occur when a member contacts the EAP on their own initiative. In this situation, the EAP does not provide any specific or identifying information about the client to the supervisor or employer.

Self-referrals are important to a successful program because they allow the employee to address personal problems and prevent them from becoming bigger issues that impact the workplace.

# ASK YOUR EAP!



**Q. I was speaking with my employee about performance issues, and there was a definite mismatch between his cooperation with me and his nonverbal cues. He seemed defiant. Should I ignore the nonverbal stuff and just go with what I can quantify?**

A. Ignoring behaviors like crossed arms, lack of eye contact, or a dismissive tone could leave hidden issues associated with productivity and behavioral problems unaddressed. Nonverbal behaviors reveal underlying emotions or attitudes that words alone may not express. These might include disengagement, frustration, or dissatisfaction—any of which could be associated with additional risk issues for the employer. Perhaps you have seen employees in the past whose unchecked nonverbal cues became habitual. Over time, the undermining of authority followed, and team morale was negatively affected. Count on the EAP to help you understand how to address attitude and performance issues so that underlying problems can be properly identified and resolved before they escalate. The term “attitude performance” refers to nonverbal cues like tone of voice, facial expressions, and general disposition, which you should consider when judging the emotional orientation employees have toward their jobs, coworkers, and the work environment. They can be tricky to document, but the EAP can help you understand how to do it.

**Q. I am stressed but don't feel burned out. Maybe I am in denial. How do I know if I am experiencing manager burnout?**

A. As you might guess, simply being stressed and under work pressure, even with much strain, is not necessarily an indicator of burnout. Manager burnout can creep up gradually. It is often unnoticed until it starts to adversely affect your well-being and productivity. Contact the EAP for an assessment and intervention strategies, and be on the lookout for these typical signs of burnout:

- **Chronic fatigue:** You may feel physically and emotionally drained, even after rest.
- **Cynicism:** You may become cynical, irritable, or indifferent toward your responsibilities or team members. This detachment and its accompanying attitude are coping mechanisms.
- **Decreased performance:** You may find that making decisions or maintaining productivity is increasingly difficult. Things that were once easy now feel overwhelming.
- **Health symptoms:** You may have physical symptoms like headaches and sleep disturbances.