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Supervisor Wire

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Defusing Anger and Strong Emotions

Over and over again we hear from supervisors that one of the toughest parts of their jobs is dealing with angry and volatile employees. This becomes particularly challenging when faced with having to discipline an employee due to a productivity concern. A recent survey cites the number of working adults who experience workplace bullying is as high as 37%. That's close to 54 million people. Close to three-quarters of these individuals define the bully as their boss.

Left un-addressed, this volatile behavior can easily turn into harassment. Employees may claim that they are working in a "hostile environment". Often times, the behavior does not stop until the victim no longer is employed by the company. Research shows that of those who say that they are victims of harassing and intimidate behavior, 40% will quit, 24% will be terminated and 13% will be transferred out of the department. Only 23% reported that there were any consequences for the harasser.

Due to many factors, it is hard to say for sure how accurate these statistics are. What we can say for sure, though, is that there is a definite risk factor and cost to the business that tolerates bullying behavior. These costs include lower team morale, decreased productivity, increased turnover and retraining and, of course litigation, a cost any business would chose to forgo. There are also other associated costs that are a bit more difficult to define such as workplace stress related illness, disability and workers Compensation, and possible customer dissatisfaction which may damage the business reputation and impact profitability.

CARE's *Work*Life Solutions is often consulted by supervisors after incidents of unacceptable behavior, such as the inappropriate expression of anger or physical act of violence. We have found that this coaching, along with an intervention, can be a very efficient and effective way of helping to manage that behavior and prevent further occurrence. Overall, the chance of success is increased dramatically when the business and CARE's *Work*Life Solutions work together right from the start. The expectations by all must be made very clear. When considering making an employer referral to *Work*Life Solutions it is helpful to first and foremost, fully prepare for the meeting with the employee. This is where prior coaching can benefit. It helps with developing a plan to help you stick to the facts and focus on the inappropriate behavior that has been reported or observed. It is not the job of the supervisor to diagnose the problem or suggest what the employee may need; such as an anger management class. *Work*Life Solutions professional staff will make the recommendation. The supervisor can advise the employee that we will assist them with the tools they need to help them resolve their workplace issue. The supervisor can make it clear that they expect the employee to follow the recommendation. Lastly, the supervisor can make the expectations for workplace behavior clear and outline the consequences for failure to meet the requirements.

CARE's *WORK*LIFE SOLUTIONS CAN HELP WITH MANY CONCERNS

Family Problems - Child Care
Personal/Job Stress
Alcohol/Drug Abuse - Marital Tension
Elder Care Emotional Problems
Legal and Financial Referral

Services are CONFIDENTIAL & FREE to employees, their spouses and dependents.

Toll Free 866. 888. 1555
www.caresworklifesolutions.com

Anger Management

Did you know CARE offers Adult Anger Management at a discounted price to *Work*lLife Solutions clients?

Winter classes will begin January, 2009 and will be held at CARE, 31900 Utica Road in Fraser.

Call 586-541-0033 for more information or to have a packet mailed out to you.

A CERTIFICATE OF COMPLETION IS PROVIDED

Drifting Into Trivia

Submitted by: Brenda Szalka, CARE's *Work*Life Solutions

Lately it seems that everyone is complaining that they have gotten to the end of hectic work day and feel as if they really did not get much of anything done. They know though that they were super busy all day long however they really were not able to check much of anything off of their "important things to do" checklist.

One of the biggest causes of this common problem is what Peter Drucker calls "drifting into trivia." Getting so caught up in all the small stuff that you forget to do the big, important stuff. There are many opportunities during each day for you to drift into trivia such as remembering a phone call you need to make, coming across a piece of paper reminding you of some other project, getting an email asking you a question, a call from a colleague, a drop-in visitor, etc. Before you know it, the important project that you were working on is hijacked by a much less important task.

I know that I personally am guilty of this. I find myself routinely working on "the little things" because they are easier to do and it will "just take a minute". The result is that I feel as if I have not accomplished much at all the end of the day. Drucker would say I am "drifting into trivia more often than you think."

Drifting into trivia is not always easy to spot. Sometimes the work that you drift into seems important, but if you take a step back and reflect on what you are really trying to accomplish, you realize that the work doesn't really serve your objectives and is merely distracting you from what you really need to do. The best way to avoid drifting into trivia is to practice the following:

- Have clear priorities and objectives. When your priorities are clear, you will be able to tell when that tempting distraction is less important.
- Recognize you cannot do everything. Learn to be realistic within your work hours and consciously select what is most urgent to complete.
- Minimize interruption. How many of us have employees that come to us and say "I know you are really busy BUT…" Do not allow this to happen. Set limits with staff by having set times that you are available to answer their questions.
- Focus on one task at a time. Don't allow yourself to just flow through the work day doing whatever grabs your attention. Before you know it, you have started 12 tasks and completed none.
- Know your best time of day. If you are a morning person, tackle the most important tasks first and save more mundane tasks such as returning phone calls for the afternoon.
- Limit reading of emails. This has become a HUGE distraction for many! We typically don't walk to our mailbox more then once or twice a day so why do we tend to open our email box every other minute?

The key to making all of this work it to develop the healthy habit of using your **priorities** to guide your work. And remember that CARE's *Work*Life Solutions can offer further assistance through Professional Development Training on Effective Time Management.

CARE's *Work*Life Solutions Management Training Academy

Over the last several years, management has taken on many new and complex dimensions. Advancing technology, changing values and increasing competition have created new and exciting possibilities for every organization. The challenge facing management in today's world is developing an organization that can achieve tomorrow's goals while continuing to meet today's changing business environment. To balance these multiple organizational and economic demands, managers need a systematic, results-oriented and focused approach to organizing, managing, and motivating the team.

The Management Development Academy is specifically designed to help leaders develop skills needed to do more with less and be able to aggressively accomplish organizational and personal goals and objectives. Managers will come to understand why and how they are essential to achieving the organization's goals. This process makes management development not only possible, but eminently profitable.

Critical Issues Covered:

- Building Confidence, Attitude & Motivation
- Active Listening & Effective Communication
- Creating a Problem Solving Environment

The Measurable Results:

- Improved Organizational Profits
- Increased Market Share & Productivity
- Visualization of Goals, Purpose, and Vision

This nine month course with an additional three, six and nine month review will start Wednesday, January 21, 2009.
For more information or to have a brochure mailed to you call *Work*Life Solutions at 866-888-1555
or visit us online at www.caresworklifesolutions.com