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# Supervisor Wire

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Issue

Published by CARE's WorkLife Solutions to help supervisors in their goal of maintaining a productive workforce

## MANAGING WORKPLACE STRESS & MINIMIZING RISK

**Are your employees stressed?**

**Are YOU stressed about having to deal with your employees' stress?**

Today more than ever, in these very difficult economic times, employees are overwhelmed. Unfortunately, it is the employer who feels the impact in many ways including increased absenteeism and "presenteeism". It is the workplace that is at higher risk for employee injury, increased error, acts of violence, disability claims, discipline problems and lowered morale. This impacts profitability and reputation.

We invite you to attend our MANAGING WORKPLACE STRESS & MINIMIZING RISK seminar to learn strategies that can help minimize your risk while managing workplace stress!

**Cost: FREE (includes continental breakfast)**

**Date:** Monday, June 1, 2009

**Time:** 7:30 am - 11:30 AM

**Location:** Cultural Center  
21800 Marter Road, St. Clair Shores

To register contact Enza Mortillaro @ [866.888.1555 x218](tel:866.888.1555) or [emortillaro@careswls.com](mailto:emortillaro@careswls.com)

## Employee Motivation

Motivating yourself and others is a necessary and crucial skill in making things happen and getting the job done as planned. At work, home and everywhere in between, people use motivation to get results. Motivation requires a delicate balance of communication, structure and incentives. These five tactics will help you maximize motivation in yourself and others:

**Trust and Respect:** First and foremost, give people the trust and respect they have earned and deserve and they will be more likely to respond to requests more favorably. Additionally, they will be more motivated to perform at their best.

**Detailed instructions:** If you want a specific result, give specific and detailed instructions. Employees work better when they know exactly what is expected and how to go about accomplishing the task.

**Concentrate on outcomes:** No one likes to work with someone standing over their shoulder. Make sure everyone on the team is clear on the goals, objectives and desired outcomes then give them the time and space to work.

**Deadlines:** Many people are most productive right before a big deadline and may not focus until that deadline is looming overhead. Use this to your advantage by setting up a series of mini-deadlines building up to an end result.

**Consequences:** Never use threats. They'll turn people against you. But making people aware of the negative consequences of not getting results can have a big impact. And following through with consequences is a must!



Source: [www.pickthebrain.com](http://www.pickthebrain.com)

**We Can Help - Family Problems - Child Care - Personal/Job Stress - Alcohol/Drug Abuse - Marital Tension  
Elder Care - Emotional Problems - Legal and Financial Referral - And Much More!**

**CARE's WorkLife Solutions - Services are FREE and confidential to employees, their spouses and dependents. Call Toll Free 866.888.1555 or [www.caresworklivesolutions.com](http://www.caresworklivesolutions.com)**

## How to Stay on Track as an Effective Team

1. **Frequent, open communication** - Most team dysfunction is rooted in communication breakdowns, such as poor listening, interrupting, rambling, inability to get to the point, and simply not communicating frequently enough to create team cohesion.
2. **Take time to create team cohesion** - Relationships cannot develop in a vacuum. Spending less time together will not create stronger team bonds. Building effective team cohesion involves taking the time to get to know working styles, personalities and preferences.
3. **Give honest, regular feedback** - Everyone on the team needs feedback in order to feel truly connected to the team effort. Even if that feedback is critical, the team member knows that their contributions are being noticed and evaluated. For the team to stay on track and avoid retreating into dysfunction, everyone needs to be talking with each other about expectations, goals, performance and processes.
4. **Build cooperation** - In a strong team, individuals rely on each other to make processes and interactions function as planned. Strong teams root out uncooperative members and either replace them with people who will move the team process forward or coach them to more cooperative behavior.
5. **Function democratically** - In a strong team, every team member's voice is heard. Each member of the team has a right to question the process, add input and evaluate the progress of the team.
6. **Assure team members are well trained** - Any team is only as strong as its weakest member. Team members are expected to function in a specific role that has its own set of experience and knowledge. Newer members of the team may bring less experience to the team effort. They can make up this gap through training, education, study and dedication. Assure team members have access to training that can help them contribute at their highest level.
7. **Celebrate diversity** - If we stop and think about it, most of us would be bored if we had to work with a team whose members all had the same personalities. Team interaction is much more stimulating and interesting when the team has a variety of personal styles and characteristics. When we celebrate our differences, we acknowledge that all of us are enriched by our opportunity to work together.
8. **Manage results, not tasks** - Ultimately, what matters is each team member's contribution to the team's goals and mission. Strong teams, with diverse personalities, learn to focus on the results each team member achieves, rather than trying to make individuals achieve the results in a certain way. This allows the individuals to express their personalities through their work and still contribute significantly to the team effort.

Source: Dale Carnegie & Associates, Inc. [www.michigan.dalecarnegie.com](http://www.michigan.dalecarnegie.com)

## Thriving on Change

Change is inevitable and often times uncertain. Change is also constant and unavoidable. Maintaining a positive attitude during changing times in a dynamic workplace culture is critical. It is important for leaders, and their employees, to develop skills for managing the stress associated with change and explore how to turn events into opportunities for growth and development. CARE's WorkLife Solutions offers training to help with this transition. The course includes:

- Taking the Personal Change Assessment Screen
- Identifying the Four phases of Change
- Recognizing Basic Mistakes and Methods of Survival
- Defining the Three R's of Change (Recover, Refocus & Regenerate)
- Focusing on the Opportunities That Change Presents

### Other helpful Organizational Development topics offered are:

- Leadership Skills for Effective Management
- Dealing and Defusing Angry and Negative Employees
- Teambuilding & Improving Employee Morale
- Servant Leadership - A Unique Approach
- 

Contact Paddy Laske at 586.218.5270 to schedule your training today!



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