



August 2019 Issue | Support and solutions for workplace issues. | [Subscribe](#) to this newsletter.



The “Must Have” Leadership Skill Every Leader Needs

“The pessimist complains about the wind.
The optimist expects it to change.
The leader adjusts the sails.”

— John Maxwell

The “must have” leadership skill every leader needs is the ability to assess. Simply put and yet difficult to achieve, a great leader gets results and retains employees. This outcome requires constant monitoring and assessment of both the overall goal or objective and the state of team members striving to achieve this goal.

Assess the current objective

Your organization likely has an overarching mission and vision. What is it? Is it current? Or are there other pertinent business goals that are hot on the front burner? What is your boss working on? Schedule time with your boss to pinpoint current organizational goals, his or her current goals, and the tasks and duties you and your team can work on to contribute to success.

Assess the skills, experience and motivational needs of every team member

Your team is likely made up of employees who have diverse talent and experience. Where can you place certain responsibilities? Who can you count on for specific needs? Use your team’s strengths. In addition to knowing your team member’s strengths, assess how to support individuals. Some may need structure, specific direction, deadlines and follow up. Others may respond best with cheerleading and freedom, needing you only if problems arise.

Midpoint and post-deadline assessments

While working toward goal completion, a smart leader takes stock of surprises, roadblocks, or tasks that are completed with ease. This information can be applied at milestone markers and aid in adjusting plans. After project completion, this information can help create an efficient path to success for future endeavors. What worked? What didn’t work? What can be adjusted in the future?

Check out our training calendar and sign up for Part I and Part II of our First Time Leader Series. First Sun EAP offers leadership training courses designed to help you acquire the skills you need to lead.

If you would like assistance assessing a current workplace or performance matter, call to speak to our consultants at 800-968-8143.

The “Must Have” Leadership Skill Every Leader Needs 1-2-3.

1. Assess the current objective or goal. Create momentum by aligning your team’s goals with that of your organization or that of your boss.
2. Assess the team’s talents and motivational needs in obtaining the goal. Assess and assign duties and tasks based on the skills of your team members. Assess the motivational needs of individual members and offer needed structure or freedom accordingly.

3. Assess the lessons learned along the way. Develop an eye for what is and is not working. Create milestone markers and adjust behaviors and tasks. Debrief with your team at the project's end in order to glean lessons learned for future endeavors.

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We'd like to hear from you! [Submit a topic](#) that would benefit your team or a leadership topic you'd like to read about.



At First Sun, our risk management consultants regularly collaborate with human resources and management on ways to address challenging workplace issues like the following:

QUESTION:

I have a few senior staff members who live by the “I want it my way” rule. How do I handle it when they push back against something that I have said or a new policy or procedure?

ANSWER:

Assessing how to respond to pushback is a tricky skill to master. In general, there are two guidelines to follow. The first is how serious a matter is it? For example, a new policy that is put into place by the organization is something that would be steadfast. Following the policy is an expectation from all. If the matter is a new practice or procedure that is being road-tested, that is another matter. The potential for flexibility may be possible.

The second guideline is to assess the need of the staff member. If this practice or procedure is new, the staff member may push back because he/she lacks the skill set to comply. Don't be fooled by his/her seniority. Even senior staff have to learn new skills once in a while. The staff member will likely need training, guidance, and specific direction and feedback just like you would give to any employee doing something new. If reassurance is needed, in addition to offering training and support, discuss the option to revisit the matter after an established trail period has been underway.



FEATURED SERVICE

Educational Materials for your Employees

Downloading and distributing these materials is an easy way to keep your employees informed and more likely to use their EAP benefit!

Get your point across. Communicate effectively.

[Poster](#) | [Slide](#)



Employee Orientation Video

Enlist the help of this brief video to get employees oriented with their EAP program.

Upcoming Events and
OPPORTUNITIES





Become an effective leader with the
First Time Leader Series

Did you know that leadership skills are honed and shaped within your first two years?

- Avoid the pitfalls of new leaders,
- Learn how to tend to performance and team matters,
- And walk away with tools needed to handle sticky employee situations when you [sign up](#) for the workshops.

If you or someone you supervise is in charge of improving productivity, morale and workplace culture, [sign up](#) today! Space is limited to 20 participants.

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SERIES I: FOUNDATIONS**

**CHARLOTTE, NC
AUGUST 20**

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2019 Leadership Training Calendar

Check out this season's [training schedule](#) and find out why we offer a better version of the training leaders want! [Sign up](#) to join us for these special events.



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FEATURED TRAINING: Coaching and Mentoring

- Coaching versus mentoring
- Attributes of an effective coach
- The GROW model
- Support employee's professional development through a positive relationship
- Common obstacles to growth and development

Help your organization reach its full potential with **our training!** Please call the Solutions team at 800-968-8143 for a free quote.



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