



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



Challenging, Motivating and Inspiring Others

"You have the power to motivate. Serving and attempting to inspire others is a responsibility of leadership, not a choice."

— Bill Courtney

In our First Time Leader training series, First Sun EAP shows that there are two important principles of leadership: to get results and to retain talented people. The very core of great

leadership is the ability to challenge and motivate. Great leaders create an environment in which each individual can discover and contribute their own unique voice and talents in the workplace.

Establish an Environment Based on Workplace Trust

Workplace trust is built on being trustworthy and reliable. Co-workers need to rely on each other's competence and dependability. They want to trust that the job will get done and team members will do what they say they will do.

A workplace with this kind of trust will foster high performance and productivity. Spend time shaping these behaviors by recognizing steadfast workers. Be quick to provide direction or support so that deadlines can be met and projects and events are successful.

Provide a Link Between Purpose and Contribution

Great leaders never lose sight of the objective, the mission, and the vision. They frequently connect daily tasks and projects back to this big picture. By doing so, they link a sense of purpose and contribution for individuals performing those duties. Team members feel a part of something bigger and have pride in the role they play.

Honor Employee Individuality and Push for Growth and Development

Each team member is a unique individual. Great leaders show genuine interest and concern for others. Ask and listen. How does each of your team members like to be recognized? To be challenged? To contribute? Some leaders enjoy using team profile tools like the Myers-Briggs or the DISC to uncover how to work with each individual's unique way of looking at the world.

Assess everyone's current level of skill in their core area(s). Where are they on a skills development scale? Are they green or more seasoned in their current tasks? If they are working with something new to them, be sure to provide specific direction in the form of feedback, coaching or training. If they are more capable, step back and give them room to perform. Allow freedom.

Be sure to check in and offer individual support as needed. Perhaps consider challenging experienced team members with new benchmarks or delegate them new responsibilities. However, realize that this new challenge places the individual back at the beginner stage! Avoid giving an experienced employee something new and then vanishing. A new challenge always means providing specific direction, feedback, coaching and training.

Challenging, Motivating and Inspiring Others, 1-2-3

1. Workplace trust is a foundation for performance and productivity. Without credibility and reliability, team members risk doing the same thing twice, miscommunication, missed deadlines or disappointed customers, among other things. Build trust by

showcasing steadfast efforts that highlight your team members' competency and responsibility.

2. Inspired employees are ones who feel like they make a difference. They can see how their work directly contributes to success. Periodically take the time to connect the dots. Explain how even the most seemingly menial tasks are necessary toward accomplishing overall organizational goals.
3. Discuss with the individual how they would like to be recognized, how they would like to be challenged, and how they would like to uniquely contribute. Consider workplace tools like the Myers-Briggs or DISC. These tools help you as a leader understand how individuals on your team see the world so that you can adapt your behavior to better suit theirs.

In addition to assessing team member's behavior profile, a great leader also assesses skill level, balancing giving guidance and direction with giving freedom. Remember, even an experienced employee needs guidance and freedom when introduced to new challenges!

If you would like First Sun EAP consultants to help you assess your team's unique attributes using the Myers-Briggs or DISC, or if you would like to learn more about your own, give us a call at 800-968-8143.

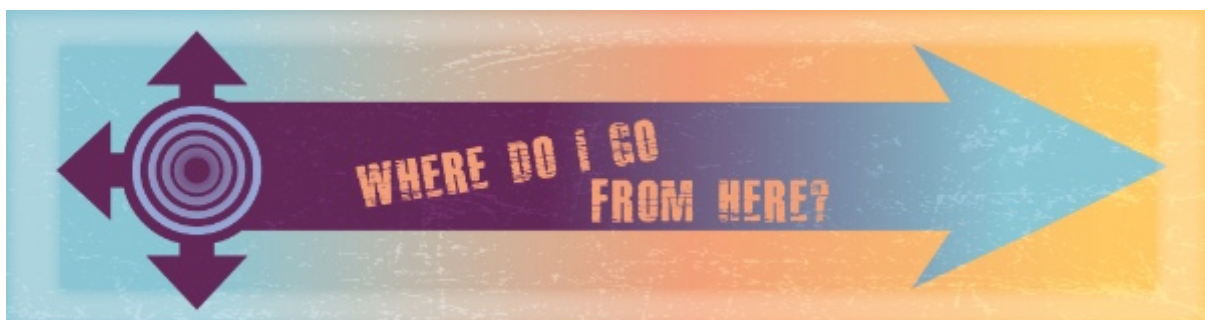
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At First Sun, our risk management consultants regularly collaborate with human resources and management on ways to address challenging workplace issues like the following:

QUESTION:

One of our employees tested positive for marijuana on a random drug screen. When we discussed the result with him, he reported that he was using marijuana to help treat an anxiety disorder. Our policies are clear. Employees must remain substance-free. The employee is valuable and we want to retain him. We are also unsure if we have an obligation under the ADA to accommodate his anxiety disorder. Where do I go from here?

ANSWER:

Views on marijuana use are changing as states continue to pass legislation allowing the use of marijuana for recreational and medical purposes. Be sure to consult your company policies and talk with your HR department. Your HR department may be able to help you determine whether there are any additional steps you need to take to assist the employee with his self-report of anxiety. Consult with First Sun EAP's risk management team. Our risk managers can discuss the possible options for services. You may decide to make a formal referral to the EAP. This process will allow the risk manager to further assess this employee's use of marijuana and make appropriate recommendations for continued care.



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!

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



Employee Orientation Video

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

Upcoming Events and OPPORTUNITIES



First Time Leader Series

Series II: Toolkit

◆◆◆ ONLY TWO SESSIONS LEFT ◆◆◆

- November 14 in Charlotte
- December 4 in Charleston

Is your leadership toolkit complete?

- Build trust with individuals and your team.
- Learn prevention and management techniques for unprofessional behavior, disrespect, gossip and manipulation.
- Create an environment where individuals are challenged to learn, grow and contribute.

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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