

CLAREMONT EAP *Your trusted resource*

MANAGER
SUPPLEMENT

IMPACT

July - September 2014

How a Supervisor Can Lead an Effective Team

By focusing on these four key areas, a supervisor works as a team leader to build a strong, productive group



Support

A supervisor supports the team by recognizing individual and group performance, bringing in additional support from upper management when needed.

Questions about other teams can help highlight and invite healthy discussion about individual team members' strengths.

Interaction

Promoting social interaction among team members can help create valuable relationships and better communication within the group. Through connecting, members can see the value of one another, which leads to a better ability to work as a team. Scheduling after-work outings and team building events are good ways to generate member interaction.

A Message to Managers from Claremont EAP

Often, the employee who needs their Employee Assistance Program the most doesn't think to call for assistance.

A manager's referral to the EAP can be an effective strategy for improving an employee's effectiveness, productivity, motivation and morale. A referral to the EAP can also decrease absenteeism, reduce turnover, foster acceptance of change and reduce stress . . .

An EAP referral can make a difference.

Goals

Goals help keep the team on task. When a team leader encourages team-wide focus on a goal, the team's productivity is enhanced. Team members should be present when goals are made, and encouraged to ask questions about goals.

Accomplishment

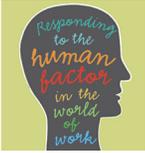
By providing proper tools, work environments, scheduling, task allotment, and other methods geared to goal achievement, a supervisor can make sure that a group accomplishes what they set out to do. Good relationships with other groups can also support accomplishment; therefore it is essential for groups to have effective communication with one another.

When a team leader demonstrates a commitment to these four values, team members follow suit. A team then accomplishes greater goals than individuals could alone.

Written by Life Advantages - Author Delvina Miremadi ©2014

For confidential help, call: **800-834-3773**

or visit **claremonteap.com**



Prevent Misunderstanding in Your Team

When working with others, you're likely to encounter people from different backgrounds with various levels of experience and education. In addition, each person also brings his or her own unique personality to a group. When joining all these differences together, you need to learn how to handle the inevitable misunderstandings and miscommunication that can come from people's diversity. Follow the tips below to learn how you can enhance your communication skills.



Pay Attention

- When speaking with another person, don't focus on paperwork, the telephone, the objects on your desk, or what you are going to say next.
- Try not to have preconceived notions about what a person is going to say to you. You may suspect that a person is coming to you for a certain reason, but don't let that rule your mind. If you don't give close attention to the person and what is being said in the present moment, you could miss something very important.
- Take nonverbal cues into account. Body language, tone of voice, nervous giggling, or smiles may give you insight into what the person is really trying to say.

Checking for Understanding

Notice if someone looks puzzled when you are talking. He or she may not be following what you are saying. You can help by asking questions that require feedback on what you said and how well you said it.

Ask questions like:

- Did that make sense?
- Can you repeat back to me your interpretation of what I said? I want to see if I missed anything.
- Did I describe that adequately?

Use Facts

Try to use facts, rather than opinions, when demonstrating a point. If coworkers come to you with a disagreement, ask for the facts, and try to help using those facts.

Give Your Time

Some people are quick to catch on to a procedure, while others take a little longer. By spending enough time to ensure understanding among every staff member, you'll know that everyone is on the same page. Have patience when working with each person and you will notice improved work and attitudes throughout the whole team.

Make sure to communicate with your workers at various times, not just when you have criticism. This will help create more positive relationships with workers, and they may be more willing to talk to you when they need assistance or guidance. Be supportive by following these three tips:

- Be polite and cordial with everyone.
- Share good news about accomplishments and achievements.
- Talk about concerns and giving feedback.

To access your free and confidential services, call:

800-834-3773

or visit claremonteap.com