

Q. One of our senior managers once said the best way to treat employees is to always assume they have the best intentions, no matter what. This stuck with me as an interesting piece of advice. What does it mean?

A. Assuming that employees always have good intentions is a management strategy that offers benefits for both you and the organization. When you consistently assume your employees have good intentions, it positively influences your tone, attitude, and interactions with them. This approach builds trust, makes employees feel valued and encourages them to come to you with their concerns. As a result, employees experience higher morale, increased motivation, and greater engagement with the organization.



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Over time, employees will see you as a supervisor who seeks to understand the root causes of issues rather than assigning blame. This makes them more receptive to feedback and reduces conflict. Ultimately, this mindset fosters a positive work environment where employees are more likely to adopt the same attitude toward their coworkers.

Q. My employee has a child with behavioral issues in preschool and I encouraged him to contact, EAP. We're both wondering if EAP could visit the school or conduct a classroom observation. Is this sort of activity beyond the scope of the program?

A. Encouraging the employee to seek EAP services is a great next step to ensure they receive extra support during this time. EAP is designed to support employees and their families with various personal and professional challenges. While EAP is highly skilled in providing counseling, conducting in-person observations is not a part of our offered services at this time. EAP can help the employee develop strategies to help support their child and connect them to local resources that specialize in their area of need.

Q: If EAP allows immediate household members to use its services at no cost, doesn't this exceed the company's responsibility since these individuals aren't employees?

A. Family-related challenges can significantly impact an employee's job performance, attendance, and behavior. By utilizing EAP, companies can support employees in overcoming these difficulties, helping them stay focused and productive. Family members are also encouraged to use EAP services to address personal concerns, which can indirectly help resolve

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issues affecting the employee. This approach benefits both employees and the organization, fostering well-being and workplace stability.