

WORRIED ABOUT AN EMPLOYEE'S MENTAL HEALTH

Q. When should I worry about an employee's mental health if I am not qualified to diagnose them?

A. While it's essential to pay attention to your employee's performance issues, some performance problems can be associated with emotional challenges. A noticeable drop in the quality or quantity of work, including missed deadlines and increased errors is common. Behaviors like procrastination or failure to meet performance targets can also present in employees. Employees dealing with mental health issues may lack the necessary emotional resources to manage their workload causing delays, missed deadlines, and reduced productivity. These difficulties can affect their attendance, mood, self-control over thoughts, and emotional responses to workplace stressors, and possibly their dress or appearance. Remember that UR Medicine EAP can assist by scheduling a supervisor consult to support your next steps in assisting an employee who may be experiencing mental health concerns. personal growth.



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with mental health issues may

REMAINING NEUTRAL DURING EMPLOYEE DISPUTES

Q. I tried to resolve a dispute between two employees but found myself getting emotional about the issues. I wanted to stay in a neutral position, but it was difficult. How can managers stay neutral, fair, and avoid taking sides?

A. The skill you're referring to is the ability to be calm and objectivity during employee conflicts when disrespect and emotions rise. This is called "staying above the fray". It becomes easier to remain neutral if you understand the benefits of remaining neutral. First, it helps you remain calm and focus on finding solutions. As a supervisor, it's important to communicate expectations, actively listen to all parties without judgment, and build trust. When employees feel their concerns are addressed fairly, they are more likely to share their concerns. Your ability to remain neutral prevents conflicts from escalating. When employees perceive a supervisor as bias, it undermines credibility and authority, which are difficult to reestablish. If you're looking to enhance your conflict resolution skills, consider consulting [UR Medicine EAP](#) for best practices. You can also offer employees the option to seek support through [UR Medicine EAP](#) services.

NEW SUPERVISOR CHALLENGES

Q. I am new to leadership. What is the greatest challenge I will face as I step into my supervisor role?

A. . Cultivating a leadership mindset is one of the most important and challenging things to do. This refers to the attitudes and beliefs shaping your behavior and how you interact with others. Someone with a leadership mindset remains flexible and open to new ideas, not viewing change as a threat but an opportunity for growth. A leadership mindset accepts that decisions must often be made quickly and effectively without the luxury of bouncing ideas off others. Additionally, a leadership mindset accepts responsibility when things go wrong but shares credit with others for successes. A leadership mindset develops a vision for the team, and it inspires and motivates employees to follow the leader to achieve it. Lastly, good leaders are mindful to foster a healthy and positive work environment. Creating a collaborative space that is inclusive, where everyone's perspective is encouraged, valued, and welcomes their creativity. Embrace the leadership journey! Remember that the [UR Medicine EAP](#) is available to support you through your professional transitions.