

**Q. I'm excited about my new role as supervisor. I'd like some valuable and practical tips to be an effective leader and build a positive reputation. What suggestions can you offer?**

A. Here are some practical tips:

- 1.) **Lead by Example and Demonstrate Integrity**– set standards that you expect your employees to adhere to and be sure you are meeting or exceeding those standards yourself. Examples: response times for emails, timeliness in work projects, work ethic such as professionalism in meetings. Share credit for team success.
- 2.) **Ensure Successful Communication** – provide clear direction, share valuable information, solicit input and new ideas. These communication skills will empower your team.
- 3.) **Be Aware of Workplace Drama** – Provide direction to limit any disruptive interactions. Offer a safe place for people to talk. Learn the art of staying calm when others are emotional during a crisis.



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**Q. My employee is involved in a divorce, and it has been very disruptive in the work environment. There are legal and parental issues. I have suggested the EAP, but they have not reached out yet. How can the [UR Medicine EAP](#) help? I can share this information to motivate this person to participate.**

A. Here's what you might want to share:

EAP is a safe and confidential space to express emotions related to the divorce, and receive assistance with strategies such as:

- a) **Stress management techniques** to reduce anxiety.
- b) **Time management skills** to balance work responsibilities and personal needs during this challenging time.
- c) **Communication skills** to help navigate difficult conversations, both at work and in personal relationships.
- d) **Conflict resolution skills** for the office or in personal relationships.
- e) **Self-care practices** to promote physical and mental well-being to counterbalance the stress of the divorce.
- f) **Goal setting** to maintain a sense of direction and purpose.
- g) **Additional services** such as referrals for legal assistance, financial counseling, or support groups.

**Q. I understand supervisors should focus on an employee's performance and not attempt to**

**identify personal problems that may be impacting their work. It is natural to try and figure out what is causing a problem. How are supervisors supposed to overcome this tendency?**

A. It is natural for supervisors to consider what personal problems might be contributing to an employee's performance issues. This could become problematic. Interfering or intervening with a personal matter of an employee is outside the realm of a supervisor responsibility. It is best to refer the employee to the EAP, thus minimizing the risk of unintentional inappropriate intervention, losing the employee or embarrassing them.

Focus on positive specific direction to help the employee to succeed. Develop a goal oriented measurable performance plan, with both short term and long-term goals.

Resource: [Society for Human Resource Managers](#)