



Key Solutions

Employee Assistance Program

Fall 2019



Seven Ways to 'Manage Up'

A recent Gallup poll concluded that 75% of all job turnovers are influenced by managers – that is, a bad manager is often the tipping point in an employee's decision to leave.

In my consulting and coaching work with employees, I've found we spend far too much of our time working on "managing up" – helping employees deal with a difficult or incompetent boss. Often times the boss is a bully or poor communicator. Sometimes the boss is disorganized and blames employees for ensuing problems.

Unfortunately, most of us will have a difficult boss at some point. Instead of leaping to another job, hoping that the next one will be better, it's important to develop managing-up skills. The more you learn to manage up, the more successful you will be wherever you are and whatever you're doing for a living. Here are seven tips for managing your boss, without the boss even knowing you're doing it!

1. **Match your behavioral style.** Observe your boss's behavioral and communication style. Is he/she fast-paced and quick to make decisions? Does he/she consider decisions slowly and deliberately? The more you can match your style to your boss's style, the more he/she will really hear what you're saying.
2. **Be a proactive communicator.** Find out your boss's preferred method – email, in person drop-ins, or lengthy memos – and be sure to pass along information regularly. Most bosses don't like to be caught off guard. Even if your boss doesn't require it, keep him/her updated.
3. **Accommodate weaknesses.** If you know you have a boss who's disorganized, instead of grouching about it, help him/her to stay on top of things. If your boss is often late to meetings, offer to start the next meeting for him/her. If your boss is slow to respond to requests, continue to work on a project while you wait to hear back. Will you be hiding your boss and enabling bad behavior? Maybe, but you're offering much-needed support to succeed. Most bosses will appreciate it.
4. **Do the best job you can do.** Too many times people will start to slack off or stop performing well because they feel entitled with a bad boss. Don't do it. Keep your mind focused on top performance.
5. **Likewise, keep a good attitude.** Go home and complain to your spouse or friends all you want, but when in the office or workplace, stay upbeat and engaged. You never know who is watching or listening.
6. **Don't react to a bully.** Remember that bullies get their power from people who are afraid. If your boss is a yeller, criticizer, or judge – stand firm. If you're doing the best job you can do, keep your head held high and don't give in to bullying. Ask questions, try to understand, and work to diffuse a difficult situation instead of cowering or responding in anger. It takes practice, but the results are worth it.
7. **Know the boss's place in the organization's "pecking order."** If your boss is well-regarded and well-liked, he/she probably does a very good job of managing up, too. As a result, you will be considered the "problem" if you complain about this person to his/her superiors. Weigh your options carefully before taking any action.

Source: "Seven Ways to Manage Up" by Beverly Flaxington, www.thehumanbehaviorcoach.com

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Bosses Can Reduce Mental Health Stigma

Experts tell us that one in four adults will struggle with a mental health issue during his or her lifetime. At work, those suffering from clinical conditions, or minor ones, often hide it for fear that they might face discrimination from peers or bosses. These stigmas can be overcome, but it takes more than policies, it also requires empathetic action from managers. According to the *Harvard Business Review*, the following are some ways managers can help drive a more empathetic culture:

Rethink “sick days.” If you have cancer, no one says, “Let’s just push through.” They recognize that it’s an illness and you’ll need to take time off to treat it. But few people in business would react in the same way to signs of stress, anxiety, or manic behavior. Managers need to be more comfortable with the idea of suggesting and requesting days to focus on improving mental as well as physical health.

Encourage open and honest conversations. It’s important to create safe spaces for people to talk about their own challenges, past and present, without fear of being called “unstable” or passed up for the next big project or promotion. Employees shouldn’t fear that they will be judged or excluded if they open up in this way. Leaders should also encourage everyone to speak up with feeling overwhelmed or in need.

Be proactive. In a *Harvard Business Review* survey on employee burnout, nearly 70 percent of respondents said that employers were not doing enough to prevent or alleviate burnout. Bosses need to do a better job helping their employees connect to resources – like EAP – before stress leads to more serious problems.



KeySolutions EAP Welcomes Graduate Intern Student

KeySolutions EAP is excited to welcome to our office Chandler Koehler. Chandler is an intern master’s level student from the University of South Dakota (USD). He is working on completing his master’s degree in Clinical Mental Health Counseling. Chandler is an open minded and accepting counselor who practices from a Cognitive Behavioral therapeutic orientation. His calm, adaptable mindset allows him to meet clients where they are at and help them to achieve their measurable therapeutic goals. Chandler will be available to provide counseling sessions to our clients later this fall. Chandler will be interning with KeySolutions EAP for the full USD (2019-2020) academic year.

ATTENTION ALL EMPLOYEES:

KeySolutions EAP is available to **all employees** and dependent family members. You **do not** need to be enrolled in your employers insurance to utilize this benefit.

How KeySolutions Works for You...

Counseling Services: KeySolutions is here to **help you** and your family with any of **life’s challenges**. During your appointment, you will meet with one of our experienced professionals and together decide on a **plan of action**.

Free and Confidential: Employee Assistance Program services are at **no charge** to you or your immediate family. All services will remain **confidential**.

Employees and Family: KeySolutions is available to all **employees** and **dependent family members**.

Anywhere You Live: The Employee Assistance Program is available to you wherever you live. We have a network of counselors ready to serve you. Please call KeySolutions first and we will inform you of those counselors.

Contact Us: You can visit us at www.keysolutionseap.com, or email us at info@keysolutionseap.com. Call us at 605-334-5850 or toll-free at 888-450-7844.