

For a productive and successful team, the key is effective communication.

To encourage communication among your team members, follow these important tips.

Check them off as you see them happening:

## Build Communication Within Your Team



- Meet with the team to define and review goals.
- Delegate duties so team members can make decisions, set goals, and solve problems on their own.
- Reiterate the purpose of the team and have members contribute ideas on how to achieve the team's purpose.
- Make sure each team member knows what he or she is responsible for.
- Keep an open, safe, and relaxed environment that helps individuals connect.
- Encourage positive and negative feedback; if feedback is negative, make it constructive and for the good of the entire team.
- Schedule regular meetings and keep the meetings focused. Talk about important ideas and review information.
- Have team members focus on cooperation and how each person can use his or her unique goals for the benefit of the entire group.
- Have the team meet for extracurricular activities or after-work get-togethers to help build relationships.
- Remind the team that each person's position in the team is just as important and essential as the next person's position.
- Lead by example: Demonstrate effective and genuine communication.
- Mediate disputes between coworkers. Focus on facts rather than personalities or opinions.
- Praise individuals and the team for a job well done.

*Written by Life Advantages - Author Delvina Miremadi ©2015*

### A MESSAGE TO MANAGERS FROM CLAREMONT EAP

**Are you a manager or a leader?** Although you may hear these two terms thrown out interchangeably, they are in fact two very different animals complete with different personalities and world views.

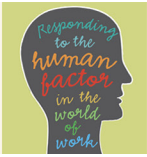
By learning whether you are more of a leader or more of a manager, you will gain the insight and self-confidence that comes with knowing more about yourself. The result is greater impact and effectiveness when dealing with others and running your business.

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.**



# ADDING TO YOUR LEADERSHIP SKILLS

You've just been given that promotion you've wanted -- and now, suddenly, you're a manager. To help ease your anxiety about the new position, remember that managing people means more than just giving out assignments. Good managers encourage people to do their best through their enthusiastic leadership and motivation.

"The business world is changing at an exponential rate. Your business will likely fail to grow and compete successfully if you fail to instill a sense of enthusiasm in your staff," says Hap Klopp, the founder of North Face and coauthor of *The Complete Idiot's Guide to Business Management*.

Mr. Klopp suggests adding the following qualities to your leadership skills.

### **PASSION**

The best managers are passionate about their work and have a sense of urgency about what needs to be done and when.

"Leadership in management means getting everybody working together amicably for a common goal. It's team building, and you're the coach," Mr. Klopp says. "Quite simply, leadership is seeing that things happen."

But a sense of urgency is what inspires your people to go the extra mile -- to work at delighting, not just satisfying, the customer, for example.

"Passion for a product or service flows from the top down. If you're excited about your job and your contribution, it's more likely your people will be enthusiastic about their contributions, as well," Mr. Klopp says.

### **AN EXPANDED ROLE**

Good management requires having an ongoing set of responsibilities that combine tasks required of an administrator and a teacher with those of a visionary.

In addition to organizational skills that include linking tasks and creating a budget, for instance, managers also need to keep an eye on trends and make predictions about the future of their organizations and their positions in the marketplace.

### **CONSISTENCY**

There are many management styles that work. Many people prefer a democratic approach, in which employees are encouraged to ask questions, make suggestions and have input.

"I like this style because it involves team members in the decision-making process and gives them a good feeling about themselves and the company," Mr. Klopp says. "The one time this doesn't work is in a crisis; that's when you need to assume an authoritative role."

Another management style is that of the take-charge autocrat who doesn't worry about what others think. "I don't prefer this style, but if this is you, that is who you should be," Mr. Klopp says.

The worst management style "is to waffle and waver, to be an autocrat one moment, a consensus builder the next," says Mr. Klopp. "If you fall prey to this malady, suddenly everyone's agenda will be more important than yours and no one will believe in your instincts once they see you don't believe in them yourself."

### **SHARING CREDIT**

Managers who take all the credit for success and blame all the failures on others aren't popular leaders or successful motivators.

"Cultivating a sense of teamwork is best," Mr. Klopp says. "Don't think 'you' and 'I'; think 'us.' Not only will your group be stronger for it, you'll get better results."

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