

MY supervisor newsletter

McLaughlin Young | 800-633-3353 | mygroup.com

Everyone seems to know that money is not the best long-term motivator of employee productivity in the workplace. What is?

It is **usually** the case that factors reinforce each other or compound their influence to motivate workers. In other words, no single motivational factor alone is likely to work in isolation very long. Research consistently points to having a good manager, feeling like one is making a difference, doing something good for others, and personal growth opportunities as strong influencers, but the factor that is consistently highest is peer motivation or influence. Having a positive workplace with opportunities that incorporate peer influence in shaping motivation can yield good results in maximizing performance. But be cautious; allowing this motivational factor to become part of your work culture without considering all the other important factors that influence motivation may yield poor returns.

My employee is late to work quite often, but I am helping him with ideas and suggestions, hoping to put an end to this practice. I know that lateness can be caused by personal problems, so how long should I offer this help before making a referral to the EAP?

Make a referral to the EAP now. Presumably you had urged your employee to come to work on time before you started offering tips. So, it is time for your employee to use the available resources. You can still offer tips for getting to work on time, and there is nothing wrong with doing so. However, recommending the EAP now and then making a formal referral later if needed is the fastest route to resolving this problem. Chronic attendance problems are often associated with lack of enthusiasm, not severe personal problems. And it is the EAP that can most quickly identify either of these issues.

I am a new supervisor for the first time ever. I am not well-versed in the subject of "supervisory skills." Can you recommend important tips I

Here are a few tips to get you started, but they are not a substitute for more education. Be sure you know what your job entails and the performance expectations your manager and her/his manager have for you. Ask for a week to shadow a seasoned supervisor who is in good standing with your organization. This will allow you to model priorities, communication,

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ship style. Think about who can mentor you later when the going gets tough. Take time now to read company policies, the handbook, and the performance review system so later you are not caught off guard by violations, either employees' or your own. Use the Employee Assistance Program when conflicts arise and you need a listening ear or input. Your relationship with the EAP will also be confidential, like it is for any employee. Know who and where the experts in your organization are located, and create an easily accessible list of these individuals.

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Please call our EAP professionals for advice on confronting and referring troubled employees to the EAP. We will assist you in developing action plans and coach you toward successful confrontations. This is part of your EAP service with McLaughlin Young.

McLaughlin Young 704-529-1428 or 800-633-3353