



1st Quarter 2018 Manager Newsletter



If you're sick, stay home!

In our busy-busy, go-go-go world, it can be tough to slow down just because you're sick. But if you're working with people while you're contagious, it's possible to do more harm than good.

Read more on how to keep your workplace a healthy place...



Lean into change

There's only one constant in life: change. Whatever that means for your organization, you can help your team lean into change for better results. And it can help morale, too. ***Get tips on how to adapt to change that could benefit your organization...***



Create a culture of mental wellbeing

What do you do to encourage wellness for your team? Mental health is an important part of physical health. And mental health concerns can impact your organization. ***Learn ways you can help stamp out mental health stigma...***

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If you're sick, stay home!



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In our busy-busy, go-go-go world, it can be tough to slow down just because you're sick. But if you're working with people while you're contagious, it's possible to do more harm than good.

Many employees don't like to call in sick, even when they really are ill and should stay home. After all, things still need to get done. And sometimes when someone's out, there's no one there to do them.

Maybe you have no choice but to count "attendance occurrences" as part of your team's employee reviews. But you can still help build a culture in which taking care of your customers and each other includes taking care of yourself when you're sick. Here's how:

- **Set a good example.** If you tell your team to stay home when they're sick but you're sneezing up a storm at work, they may not think you mean it. But if you take time off to get well, they'll know it's okay to do the same.
- **Praise self-care.** Express empathy. Encourage your staff to take time to get better. Speak highly of the choice to stay home and recover. Give permission to not feel guilty.
- **Take a load off.** Have a plan in place to cover the workload when — not if — things happen and your team members need to miss work. Advocate for staffing levels that don't pressure your team to never miss a day. That way no one will share their germs out of a sense of duty.

- **Mind the cost.** Help your employees figure out the best way to handle the risk of lost wages. Does your company offer sick pay? When does short-term disability kick in for an extended illness? Can vacation time cover a sick day? Or maybe you can offer make-up hours or overtime once they're feeling well again.

In addition to getting coworkers sick, working through an illness can reduce productivity and lead to a longer recovery time.

By creating a workplace culture that values the health and well-being of your employees, you can minimize disruptions. And as a bonus, you might just find that no one wants to leave your team.

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Lean into change



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There's only one constant in life: change. Whatever that means for your organization, you can help your team lean into change for better results. And it can help morale, too.

Being a change agent — someone who welcomes and helps shape change so it has a positive impact — gives you and your team an active role in the process. It might mean changing the ways you think about change. Instead of focusing on all the things that can go wrong, try these tips:

- **Look for opportunities.** Don't fear change, evaluate it. Even if the new way is better, is it the best it can be? How can it be improved?
- **Share feedback.** Don't just criticize or complain. Offer ideas and suggestions. What new services are your customers always asking about? Let your team know and see if you can make them happen.
- **Offer to help.** You might be surprised how much raising your collective hand can make your team stand out in a good way. If you have the ability, the next step after finding opportunities and sharing them is to roll up your sleeves and join in the effort.
- **Make a difference.** Do you measure success by how many tasks your team crosses off the to-do list? Or do you measure it by the value they bring to your customers and each other? Try to build in rewards for going the extra mile whenever possible, so your team members know their efforts are valued.

By leaning into change and aiming to be a change agent, you can help your team build resilience, adapt quickly and find new solutions to better serve your customers.

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Create a culture of mental well-being



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What do you do to encourage wellness for your team? Mental health is an important part of physical health. And mental health concerns can impact your organization. In fact, untreated mental illness can account for approximately \$105 billion in lost productivity each year in the United States.¹

The impact of stigma

Even though mental health issues are widespread, there's a lot of misinformation. And many believe mental illness is a sign of weakness or makes people dangerous.² It's not uncommon to hear the media reference mental illness in relation to horrific crimes.

Considering this stigma, it's no surprise that people are afraid of being judged. They may be afraid of missing out on opportunities in the workplace. And people sometimes internalize these stigmatizing beliefs, thinking of themselves with negative labels like, "crazy."

Worst of all, stigma prevents people from seeking help for their mental health problems. In fact, up to 75 percent of people with a mental health issue don't seek professional support.³

Lead the way

As a manager, you're in a unique position to set the tone when it comes to health and wellness. You don't need to diagnose or solve problems (in fact — you shouldn't for liability reasons). But you can help reduce stigma and point your staff toward resources.

Spread education and reduce stigma

How do you support mental well-being in your workplace while avoiding issues of liability? One of the best things you can do is create opportunities to learn about mental health issues. Consider these programs:

- **Stamp out stigma.** Find out about mental health issues and pledge to help reduce stigma at stampoutstigma.com.
- **The Campaign to Change Direction.** Learn five of the signs a person might be suffering emotionally and how you can show compassion at changedirection.org.

A healthy workplace is a productive workplace. Think of the ways you support physical health initiatives. And remember — mental health is a critical piece of overall health. You can't be healthy unless you're emotionally and mentally well.

¹Williams, Ray. [The Silent Tsunami: Mental Health in the Workplace](#). Accessed on February 6, 2018.

²Morin, Amy. [The 5 Most Common Misconceptions About Mental Illness](#). Accessed on February 6, 2018.

³[Stigma Still a Major Hurdle in Getting People the Mental Health Care They Need](#). Accessed on February 6, 2018.

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