

What's Your Workplace Challenge?

From communicating difficult news to your staff, to juggling the needs of a multigenerational workforce, to keeping your staff motivated in the midst of uncertainty, workplace issues today are as numerous as they are varied and challenging.

In this supervisor's issue of *Your Source*, we'll take a look at some of the top challenges in the workplace and ways to manage them effectively.

Need a Guaranteed Team Motivator? Show You Care.

Being a caring manager doesn't mean being a best buddy or confidant to your team members. It means taking the time to learn something about them, besides just the work they do. It's knowing a little of their life story, their hopes and preferences. So, are you a caring manager? Do you:

- show interest in your team members' work and home life?
- give your complete attention to people when listening to their concerns?
- always try to understand what your team members are up against?
- take note when someone is putting in extra effort?
- know at least one aspiration or goal of each team member?
- talk regularly with your team about the challenges of work?

Showing you care about your team will lead to a more positive and productive work environment. Take the time to know your team members and you'll be better able to support them and be a partner in their success.

Go Online Today! Log on to access *Workplace Issues Today* and other helpful resources in the *Spotlight* section. And share this information with your co-workers and family!



Employee Assistance Program
Available 24 hours
1-800-424-5988



Log on here!



Leading Through Change

Organizational change may be one of the biggest challenges you will face. The following ideas may help.

Involve staff in the change process.

Remember, organizations don't change, people do. The sooner you involve your team in the process, the better off you'll be when implementing the change.

Talk to staff regarding their feelings.

It is critical that you understand what your team members are feeling regarding the change. Listening helps you know their concerns.

Ask staff for commitment. Once the change has been announced, it is important that you personally ask for each person's commitment to successfully implement the change.

Increase communication channels.

It's almost impossible to over-communicate during times of change. Be specific and clear up any misinformation. Even communicating that you have no news is important.

Keep a positive attitude. Your attitude is what keeps you in control. Change can be stressful and confusing, but try to remain upbeat, positive and enthusiastic. Try to get your team to view change as a personal challenge that they can meet with success!

Water Cooler Whispers

The following are common job complaints made by workers. Suggestions on how management might address them are listed below.



1. I'm stressed because I can't do my job with the time and resources I'm given.
2. I try to tell my concerns to my supervisor, but he/she won't take the time to listen to me.
3. My supervisor won't do anything about a co-worker who's causing problems.
4. My supervisor doesn't apply policies equally to everyone on his/her team.
5. My supervisor hovers over me.
6. My supervisor hides in his/her office.

Supervisor Tips to Try:

1. Work with your team members to develop best practices so they can effectively handle large and/or rush projects without getting stressed.
2. Even if you don't have a solution, listening communicates respect to your team member.
3. Nobody likes conflict, but addressing the issue quickly not only settles the situation, but also sends a message to your team that you care about having a positive work environment.
4. Few things create resentment as quickly as giving preferential treatment to some members of your team. Treat all of your staff equally and take time to express respect and appreciation to each team member.
5. Trust your team members to work on their own, but check their work occasionally and address problems when they come up. Let employees "own" their work, and don't be overly critical of mistakes. Learning from mistakes can help them do a better job next time.
6. If your organization offers workplace support services, give them a call for guidance on how to handle a workplace issue.

There are major differences between the generations in what workers want from their employers. True or False.

False. Although each generation may view life through a different lens, surveys show that workers across all generations are consistent in what they want from their jobs: a sense of achievement (pride in their work), positive and productive relationships with co-workers, and fairness.*

*According to surveys conducted by Sirota Survey Intelligence

Now That's an Idea!

Team Building Made Fun!

Want to learn more about your colleagues the fun and easy way? Try these ice breakers at your next get-together.

Penny for Your Thoughts. Give everyone a penny. Have them look at the date. Then have each person talk about something he or she was doing that year. By the end of the round, everyone knows a little more about the people with whom they work.

What a Year! Have everyone write down two real things that happened to them in the past year and one made-up event. Have the other team members guess which one is fiction and which are fact. You'll learn something about your co-workers and have fun doing it!