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I don't want to be the cause of my employees burning out, but there is no way I can distribute less work to them. Can you offer tips for how to balance these issues?

When discussing burnout, it is important to understand what the term means within the context of the work environment. A report from the National Institute of Health in 2017 recognizes that burnout is not an official mental health diagnosis and that the definitions are inconsistent across research studies. So, who experiences burn out and who will not can be difficult to determine. A recent survey of workers in Germany offer something to consider. Those who received regular praise, recognition for good work, had proper materials / equipment to deliver quality work, and felt their opinion counted had lower feelings of burnout. How much control do you have over these factors? Supervisors typically have very relevant influence in all of these areas described above. Source: www.gallup.com [search: "German Workforce Stress"].

I have an employee who behaves as if he "knows" everything. Other employees seem to suppress their opinions around him, so I miss their input on things. The tricky part is that he really is smart. How do I address a problem like this?

It may be difficult to imagine that a smart employee with significant skills and contributions could also be a problem employee. It is sometimes challenging to confront an employee like this. To be effective in the workplace, it takes more than just intelligence. Qualities like teamwork, soft skills, and emotional intelligence — the ability to recognize others' needs and feelings and use this information effectively are also important. When these skills appear to be lacking and causing a negative effect on the team, you will need to address these concerns with the employee directly. Quantify the effect the employee's behavior, conduct, and attitude have on others. Reflect on behaviors you have observed that lead to these effects. This is all you need in order to compose the effective documentation necessary to discuss and coach your employee. You may consider meeting with EAP for consultative help on pulling these pieces together in a way that will promote a positive discussion.

What can a manager do to help prevent workplace violence?

Promoting fair work practices, resolving conflicts and training supervisors in spotting signs for potential violence, are all "to dos" in helping managers prevent workplace violence. However, the most effective overarching piece of advice is "get to know your employees." This requires a natural sense of curiosity, aided by a strong belief that employees are your most valuable resource. A supervisor has numerous opportunities to discover smaller issues that can lead to trouble down the road. And, of course, the EAP is always there as a resource you can encourage employees to use.