

THE CONTINUUM **EDGE**

INFORMATION FOR LEADERS

STARTING 2025 POSITIVELY: A GUIDE FOR SUPERVISORS

As 2025 is off and running, supervisors can set the stage for a successful year by focusing on positivity, growth and collaboration. *Here's how:*

Reflect and set goals: Take time to review last year's outcomes and set clear goals for both yourself and your team to ensure alignment and focus.

Lead with positivity: Your attitude influences the team's. Maintain an optimistic approach, celebrate small wins and encourage open communication.

Encourage collaboration: Foster teamwork through regular check-ins and collaborative sessions to strengthen relationships and communication.

Support professional growth: Invest in your team's development by offering training and growth opportunities, showing commitment to their success.

Embrace change: Encourage adaptability and frame challenges as opportunities for growth, ensuring your team is prepared for shifts in the business landscape.

Prioritize well-being: Create a healthy work environment with a focus on work-life balance, mental health and respect for individual needs.



Using these strategies will help you and your team thrive throughout the year. As positive leadership drives engagement, productivity and success.

- Q**
- All our employees know about Continuum EAP. EAP staff visited our office to provide an overview of the program a few years ago. Is there
 - any value in having a second visit or a refresher about the program?

A: Having Continuum EAP staff provide a refresher on their services is invaluable. While employees may be familiar with the EAP, a visit can reignite awareness and encourage greater utilization of its resources. In today's environment where numerous distractions vie for our attention, a proactive approach to promoting the EAP is essential. By inviting Continuum staff on-site, you help reinforce the importance of their services, but you also allow employees to see the staff, ask questions, and discuss myths and misconceptions. Providing clarification, especially around confidentiality, can help employees feel more comfortable reaching out for support to address problems they are facing today.

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What skill does top management across industries value most in supervisors?



Nothing will impress managers more than your ability to effectively communicate. Leadership skills, emotional intelligence, problem-solving and interpersonal skills all are important, but being a good communicator is a foundational skill of good supervision.

Management's concern with problematic communication is its effect on employees. *Examples include:*

- Failure to communicate changes that impact employees.
- Dumping work on employees at the last minute, which shows poor planning.
- Ambiguous instructions or not providing information that employees need to do the best job possible.
- Lack of feedback.
- Employees lacking clarity about their roles and responsibilities.

All these issues stress employees, and the effect on morale does not escape upper management. Be a communication champ by understanding and avoiding common communication problems. See more at www.niagarainstitute.com/blog/signs-of-poor-communication.

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My employee was given the choice to visit Continuum EAP or accept disciplinary action, he resigned instead. We were shocked, but this decision resolved his long-standing attendance and behavior issues. Was this a successful use of the EAP?

A: Not all employees take advantage of the help offered to treat a problem or condition and get well. In this respect, the loss is unfortunate. However, when considering the business case for an EAP, the program worked well — just not in the usual way. Continuum EAP made it possible to leverage disciplinary action as a motivator to seek help. Although help was rejected, the saga concluded, thereby ending years of wasted effort, time, resources, risk and exposures that may never be known.

EAPs are not simply company-sponsored helping programs; they also are cost-avoidance mechanisms. This refers to the savings realized by preventing potential costs that would have been incurred without a specific intervention or preventive measure. In this limited sense, the EAP is a management tool that benefits employees and organizations alike. No other workplace programs replicate this dynamic. This is what makes EAPs uniquely valuable: they not only address immediate employee needs but also strategically protect organizations from future liabilities while enhancing workplace productivity.

