

Self Care Basics

- ▶ Be Physically Active
 - ▶ Eat a Healthy Diet
 - ▶ Sleep!
 - ▶ Spend Time with People Who Support You
 - ▶ Take your Medicine
 - ▶ Find Ways to Relax
 - ▶ Limit Alcohol Consumption
 - ▶ Make Time for Things You Enjoy
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Confidential assistance is available.

“ Joy and meaning will be created when the workforce feels valued, safe from harm, and part of the solutions for change. When team members know that their well-being is a priority, they are able to be meaningfully engaged in their work, to be more satisfied, less likely to experience burnout, and to deliver more effective and safer care. ”

—The Joint Commission



**Mount
Sinai**

Employee Assistance Program

Contact Us

The Mount Sinai Hospital

212-241-8937

Mount Sinai Downtown

212-844-2273

Mount Sinai West

212-241-8937

Mount Sinai Morningside

212-241-8937

For more information, visit:

www.mountsinai.org/eap

| **WE FIND A WAY**

Employee Assistance Program

**For Mount Sinai
Health System
Supervisors and
Managers**



**Mount
Sinai**

Helping Employees as a Supervisor or Manager

As a supervisor, you may have an employee with a performance problem. Such problems often create additional problems for you, for the employee, and for the organization. But exactly when, and how, to respond to them can be complex to navigate. Talk to an employee as soon as possible after you discover the problem. Often an employee's behavior will change once he or she becomes aware of your concern. If you address the problem right away, you can use regularly scheduled reviews to evaluate the employee's progress towards solving the problem. If you wait until a scheduled job review, the problem can get worse.

To talk with an employee about a performance problem, first choose a private and comfortable setting. Choose a place where you will not be distracted or concerned about being overheard. Second, although it is hard to know how to best express concern about poor job performance, it helps to be specific and direct, using examples of problems that you have personally observed:

- “You missed our Thursday deadline for your progress report last week.”
- “You’ve been out sick three Mondays in the last six weeks.”
- “I observed your heated argument with co-workers this morning.”
- Then be very clear in your expectations for improvement. For example: “I don’t want these problems to continue. Can you tell me some ways that you can improve your performance? I will watch your performance and let’s review your progress in two weeks.”

Always remember that performance problems may be caused by personal problems, whether on the job or off. Be sure to inform the employee that professional help is available. In addition to the Employee Assistance Program (EAP), other programs include Mount Sinai Calm, iCare, the Center for Stress, Resilience, and Personal Growth (CSRPG), or an outside source, such as a local mental health center, or a community resource center. While you may want to suggest these options to an employee, keep in mind that it is important to avoid becoming involved in an employees' personal problems.

Critical Incidents / Workplace Violence

Allow the Employee Assistance Program to support you in diffusing difficult situations.

According to the United States Department of Labor, workplace violence is a recognized hazard in the health care industry. It is described as any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It can affect and involve workers, patients, customers, and visitors. Workplace violence ranges from threats and verbal abuse to physical assault and even homicide.

According to leading experts like the World Health Organization and the Department of Human Services, a critical incident in the workplace is an event that is out of the range of normal experience—one which is sudden and unexpected. This can include elements of physical and emotional loss; threatening a team's capacity to cope.

We can support you in addressing these issues with your team and staff members.

Helping Yourself as a Supervisor or Manager

The Employee Assistance Program is also available for supervisors and managers.

How can a counselor, if available, help me cope with my employee problems?

- A counselor can suggest what to document, so that your discussions with an employee can be concrete and specific.
- A counselor can help plan and organize your observations.
- A counselor can help you recognize your feelings about employee issues. This is an important step in preparing to discuss problems.

Remember, an assistance program is:

- **Confidential** — All information is kept strictly between you and your counselor.
- **Informal** — A simple phone call starts the process, and there is no red tape.