



University
of Idaho

SUPERVISING IN THE TIME OF COVID19

MANAGING EMPLOYEE STRESS AND WORKPLACE MORALE

SEPTEMBER 29, 2020



PRESENTERS

Brandi Terwilliger, Director, Human Resources

Diane Kelly-Riley, Interim Vice Provost for Faculty

Suzanna Brennan, Kepro Employee Assistant Program Account Manager

Veronica Morrow, Kepro Employee Assistant Program Executive Director





MEETING LOGISTICS

- 📌 Please mute if not speaking.
- 📌 "Raise hand" to indicate questions. We will monitor "Chat" for other questions/comments along the way.
- 📌 Notice: These slides and the recording of this session will be available at <https://www.uidaho.edu/human-resources/managers>



OMBUDS REPORT 2019-2020

The Ombuds has observed significant fatigue and stress resulting from the many changes in leadership, the high turnover in staff, unfilled vacancies in staff and faculty positions, concerns about student enrollment/retention and budget constraints and the many initiatives that have been started, stopped, and changed direction as a result of changing leadership and changing vision. The turnover and reorganizations have caused many to feel that their workload is unsustainable and have caused others to have new position descriptions presented to them with very little sense of agency regarding the changes in those new descriptions. Changes in leadership cause stress due to the inherent uncertainty regarding anticipated changes in vision and priorities for the University. Concerns about a restricted budget cause stress not only due to increasing/changing workloads but also due to worry about employment security.



OUR CURRENT CLIMATE

I Financial uncertainty

I Isolation

I Political uncertainty

I Civic protests

I Global pandemic

I Wildfire smoke

I Challenges of daily life:
caretaking children and/or
elderly parents

As a supervisor, be empathetic to the multiple challenges these pressures present.



OMBUDS' RECOMMENDATIONS

- Be mindful of this extremely challenging context
- Create moments of celebration, joy and hope where appropriate
- Communicate your appreciation to employees as people and contributors to U of I
- Create one or two hours a week of “departmental quiet time”—no meetings, phone calls; gives dedicated catch up time.
- Listen to concerns and complaints from employees. Take them seriously.
- Schedule virtual lunches or occasional retreats to build community.



EMPLOYEE ASSISTANCE PROGRAM

University of Idaho Presentation

Veronica Morrow, EAP Executive Director & Business Owner

Suzanna Brennan, Account Manager

Overview

- Kepro's EAP Product & Service Goals
- University of Idaho's EAP Benefit Summary for Members
- Kepro's Management Service Benefits for Supervisors & Managers
- Signs of a Troubled Employee
- Open for Questions

Kepro's EAP Product & Service

We are committed to providing the highest quality, most effective EAP services possible with two primary goals:

Provide ***individual assistance*** to EAP participants who are experiencing personal concerns that may impact job performance and overall well-being

Provide ***organizational support*** in the form of consultation, training, and critical incident response to help improve/maintain individual and team effectiveness

University of Idaho EAP Service Description

Services available to employees and their family members

- 24/7/365 access via **1-800-999-1077** answered by Masters Level Counselors
- Up to 8 sessions of confidential counseling sessions per issue
- Legal and Financial Consultation & Referral Services
- Child, Eldercare and Convenience Consultation & Referral Services
- Unlimited Management Consultation Services
- EAP Helplink (<http://www.eaphelplink.com> **COMPANY CODE – UI1**) - Online access to wellness resources related to both emotional and physical wellness
- Online access to training resources, available on demand
- Promotional materials – quarterly newsletters and monthly topical materials
- Monthly Webinars

Confidential Counseling Sessions

The EAP provides assessment and short term, problem focused counseling / consultation and referrals for a wide variety of issues that may impact your work or personal life.

We provide you up to 8 sessions of counseling per issue.

Services are available on a per issue basis so you may call again for services if you experience different concerns during the year.

Stress/Anxiety

Depression/Grief

Relationships

Parenting

Managing
Change/Transition

Drug/Alcohol

Work Related
Concerns

Access EAP Services by dialing: **1-800-999-1077** (24/7/365)

Child, Eldercare and Convenience Consultation & Referral Services

We understand that balancing your time between work and personal responsibilities can be challenging. The EAP provides access to work life consultants to help you evaluate and select the most appropriate resources to bring your life back into balance.

- **Caregiver Resources** – The EAP can assist in locating child and/or adult/elder care resources. Employees have telephonic access to a child/elder care consultant that will work with the employee to identify resources, provide referrals and email relevant information when available.
- **Daily Living/Convenience Services** – Employees have telephonic access to Consultants, who act as a personal concierge and can help you alleviate stress when you don't have the time to do the legwork.

Legal and Financial Consultation & Referral Services

Services include a telephonic consultation with an attorney or financial professional experienced in the area of concern with referrals to additional services as needed.

- Free 30 minute consultation
- 25% discount to continue after 30 minute consultation
- Utilize EAPHelpLink.com prior to consultation

Kepto's Management Services

- The Management Services team can support you in exploring and resolving situations related to violence in the workplace, workplace trauma, critical event management, organizational downsizing or reduction in force, fostering employee morale and engagement, and the enhancement of workplace relationships.
- Kepto tailors each intervention to your needs using a variety of clinical, organization, and consultative interventions to achieve the desired outcome.
- Interventions are always developed and administered with an understanding of your organization's applicable policies, procedures, and culture.

Kepto's Management Services

Consultations help supervisors and managers to effectively deal with troubled employees, initiate a supervisory referral, and understand how to maintain positive, productive work environments for their employees. Kepto can provide guidance and coaching on:

- Identifying problem employees (i.e., outbursts, tardiness, co-worker relationships, missed deadlines, absenteeism, low morale, complaints, etc.)
- How to talk with an employee about work performance without focusing on personal problems
- How to develop a constructive intervention
- Confidentiality issues
- Documentation of employee work performance issues
- Defining the supervisor's role in the referral process
- How to utilize the EAP during the referral process; and
- Ensuring all appropriate parties are coordinated for management referrals



Management Consultations

- Absenteeism
- Declining work performance
- Substance abuse/ DOT CLC
- Mental health concerns
- Unusual/inappropriate behaviors
- Workplace conflicts
- Workplace safety
- Critical Incident planning/services
- On-site trainings
- Making formal referrals

Unlimited management consultations 1- 800-999-1077 (24/7/365)

Warning Signs of a Troubled Employee

- Reduced patience
- Decreased productivity
- Tardiness
- Complaints
- Insubordinate behavior
- Difficulty following instructions
- Increased workplace accidents
- “Missing-in-action”
- Frequent absences
- Sudden weight loss or gain
- Absenteeism
- Diminished morale
- Missed deadlines
- Poor co-worker relationships
- Unkempt appearance
- Smell of alcohol on breath
- Watery or blood-shot eyes
- Slurred speech
- Mood swings
- Borrowing money from co-workers

Questions?

For questions or further information please contact your Account Executive:

Suzanna Brennan, MBA
Account Manager
sbrennan@kepro.com
800-305-3720 ext. 4868



NEXT SESSION

📅 “Managing a Team from a Distance,” October 13, 2020

📅 Vote for the next topic at <https://bit.ly/UISupervisorCOVID2>



THANK YOU

FOR FURTHER ASSISTANCE:

[HTTPS://WWW.UIDAHO.EDU/HUMAN-RESOURCES/MANAGERS](https://www.uidaho.edu/human-resources/managers)

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