

# Momentum

Effective performance management

Creighton  
UNIVERSITY

Employee Assistance Program  
1-800-424-4831



## Get expert help with employee issues

- ✓ Available toll-free, your program's Workplace Support Consultants can provide a professional, confidential, objective viewpoint whenever you need guidance on a difficult issue such as an employee's performance decline.
- ✓ Get expert consultation about behavior that may indicate an employee's personal problem.
- ✓ The consultant will advise you on how to approach the situation take appropriate action.
- ✓ Consultants are available to provide support and guidance when you are planning a meeting with an employee.

## Effective performance management

Effectively managing staff member performance, engagement and career growth involves much more than an annual performance review. The most effective managers continually monitor their team's work and provide frequent constructive feedback so that staff can quickly get back on track if they're not meeting their performance goals.

- Provide clear, detailed expectations to each team member regarding their role and job objectives.
- Periodically remind individuals of how their job performance directly supports the larger mission of the organization.
- When an employee isn't performing well, don't jump to conclusions about what is happening. Ask open-ended questions about work issues—then listen carefully. Refer the employee to your EAP if there's a personal problem.
- To boost the staff's engagement and productivity, provide formal and informal rewards that recognize individuals' contributions. Praise them generously for their accomplishments.



**Webinar**—On Wednesday, June 26, learn specific performance management techniques via our webinar, *Identifying and Addressing Performance Concerns*. Register [here](#).

Log on to [MagellanAscend.com](https://MagellanAscend.com) today!

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## Mind Your Mental Health

Whereas a leader shouldn't try to diagnose an employee's situation (referring him/her to the EAP is preferable), it's valuable to have awareness of a staff member's mental health challenges.

- [Read these tips](#) on how to offer support in a sensitive manner if someone you know may be struggling with mental health issues.
- There are many misconceptions about those with mental health conditions. [Review these seven mental health myths and facts](#) for a better perspective on the prevalence, causes and treatments of mental illness.
- Depression is more than just the temporary blues; it's a serious illness that requires treatment. [Review this fact sheet](#) for information about understanding depression, recognizing its symptoms and accessing treatment.

## Working on Wellness

A manager's role includes maintaining a positive work environment that supports employee health and well-being.

- When managers **set an example through good self-care**, employees are more likely to adopt healthy behaviors at work such as staying active, making better nutritional choices and engaging in stress-relief activities.
- Managers should **promote and participate in staff wellness activities** such as walking, stretching, and taking classes in health and nutrition.

## Daily Diligence

A supervisor who's in tune with staff will succeed in building motivation and positive morale.

- **Spend time each day coaching those whom you supervise.** When indicated, provide constructive feedback. Deliver it to staff respectfully and without negativity.
- **Emphasize the team's successes more than failures.** View mistakes as learning opportunities. Trusting your team members to make decisions will empower them to not only meet but exceed expectations.

*Additional sources: Forbes.com, The Balance.*

*Employees value  
feedback!*

**69%**

Sixty-nine percent of employees said they would work harder if they felt their efforts were better recognized.

*Source: Zenger and Folkman survey, Harvard Business Review.*