

Workplace Supervisor

March 2023

Testimonials

Here are some quotes from HR Managers who recently called on Concern for a Management Consultation:

"The Clinical Manager was extremely responsive to our situation and followed up to make sure our needs were met. Concern exceeded my expectations during this very difficult time for our employee family."

"The Clinical Manager was a great help! She is someone I can bounce ideas off of and will help me resolve issues."

"The Clinical Manager was professional, knowledgeable, and a positive representation of Concern's management support services. She is customer service oriented and was responsive to my questions and needs."



Tips for Managers Human Leadership Needed in 2023

Since the start of the Covid pandemic, growing anxiety and stress — both at home and at work — mean that more than ever, employees need more empathy and flexibility from their bosses. Empathy is the skill of recognizing the feelings emotions, and circumstances of the people around us, embracing the whole person, not just their role as an employee. Extensive [research](#) on what employees expect from their managers in 2023 boils down to a concept called "human leadership."

.....
Human leadership describes managers who lead by showing empathy. They also adapt to meet the unique needs of their employees and enable self-expression to create a happier and more productive workplace.
.....



Workplaces where managers show human leadership tend to have employees who are more engaged, leading to better overall performance. If you're looking for ways to better serve your employees' needs, here are three key qualities of human leadership.

Authenticity. Act with purpose and enable true self-expression, for both yourself and your team. For example, a manager who enables self-expression could invite employees to share new ideas with the team, or express feelings about a tense new global event. Managers can help ensure that employees are comfortable sharing their thoughts and feelings by first opening up themselves.

Empathy. Show genuine care, respect, and concern for your employees' well-being. For example, an empathetic manager would recognize an employee's hardships, both in and outside of work — whether that's burnout, mental health issues, or a family emergency. It could also include creating a safe space at work for them to talk about their personal issues and experiences.

Continued page 2

Human Leadership, *continued*



Adaptivity. Enable flexibility and support that fits team members' unique needs. For example, an adaptive manager might give one employee more flexibility when it comes to working from home because they have a sick family member. Or, the manager may encourage a different employee to take more breaks if they are having a hard day or are feeling stressed. *Source: [Gartner, Inc.](#)*

Learn More

- [The most important leadership skills for 2023.](#)
Article. LinkedIn
- [Empathy Quiz.](#) Greater Good, Berkely
- [Want to Build Empathy? Set a Kindness Cue.](#)
Article. Concern
- [Sharpen Empathy by Thinking with Your Gut.](#)
Article. Concern

Mindfulness Tip

Do you find yourself looking to the weekends for rest and renewal? Building these expert-led moments into your work days can help you create greater balance. Check out this expert-led series, **7 Days of Happiness in the Workplace**, so your 9-5 can feel more like thriving than surviving.

- 1. Renewal Reminder.** Learn to bring moments of renewal into every day.
- 2. One Thing at a Time.** Take a few minutes to rest your mind and body and feel refreshed.
- 3. Cultivating Creativity.** Learn to build creativity and experience being fully present.
- 4. Finding Happiness at Work.** By building a culture of kindness, you can create a sense of community and feel more connected
- 5. Don't Postpone It.** Chronic procrastination not only affects productivity, it can lead to stress and other unhealthy conditions.
- 6. It's Time for Tea!** Learn to harness TEA: time, energy, and attention.
- 7. Forget About It!** Learn to avoid rumination, the tendency of the mind to dwell on the negative.

It's easy! Why not give it a try. Go to <https://app.concernhealth.com/sso/emindful> Log in with your company code and register to create your personal dashboard to access eM Life. Enter a search for 7 Days of Happiness in the Workplace.

Concern teams with Human Resources to provide another resource for managers and supervisors to consult about how to manage issues with individuals, within and between work groups, and across departments. When you call Concern, request a Management Consultant or ask to speak to a Clinical Manager.

Call: 800.344.4222
employees.concernhealth.com