



## *Leader Tool*

### *Reset and commit to a great new year*

Whether you are back to work (physically, remotely or blended) this time of the year is a great time to set the tone for the upcoming year and recommit to creating mentally healthy work/life practices. What are the things that you will focus on personally to continue to grow as a leader? What are the things your people and team will expect of you in a new year? Putting people first, clear communication, flexible work arrangements all featured as lessons from 2020 to build and grow upon for 2021.

**Strong relationships and team dynamics** are underpinned by respect and trust. We know from our relationships with families and friends, keeping in touch helps healthy relationships. Emails and texts have their place but phone conversations, Zoom catch-ups and face to face meetings (when possible) allow the full range of emotional cues to be experienced. We are more likely to feel we are on the same team and have empathy when we have a closer connection with team members.

**Ask for help, accept help and give help.** This was a positive outcome of the pandemic. Asking for help became more of a normal and acceptable thing to do. When you ask for help, you allow someone to step up and show that you trust and value them. Leaders need help too, and our Manager Support Hotline is here to support you.

**Lean into your strengths.** Be honest with yourself and your team. It's not about blowing your own trumpet but acknowledging how you can reach your goals most effectively. Encouraging your team to explore the way their strengths complement each other is the subject of much research. Our own Director Relationship Development, Eleni van Delft is an Accredited Strengths Coach. "As a team, we recognise each other's strengths and the best ways to work together to provide the best possible outcome, for us that is our customer's experience," Eleni adds.

**Communicate expectations and recognise achievement.** Clear may be kind, but in reality, everyone "hears" things differently. Work to understand the communication style which best suits each team member to ensure the message gets through. How much faster can you get a job done when everyone is on the same page? And how much more engaged are your people when they feel their contribution is valued?

**Connect current actions with the future outcome.** Make sure you and your people understand the "why". Recently a colleague suggested that I add "so that" to my New Year's resolutions. For example; I will walk to and from the station each day to increase my daily steps so that after work, I can spend more time helping my daughter with her homework while still keeping fit.

We are here to support you so that you can better support your people. If you have any further questions or would like to discuss a specific concern contact our Manager Support Hotline or your Relationship Manager. As always, as your EAP we are here to support your people whatever the nature of their concerns, please contact AccessEAP on **1800 818 728**.

