



## Leader Tool

### Supporting positive family relationships

Think about how important a great leader has been in your career so far – being a leader who helps their people to be their best can make an incredible difference in people's lives especially when they are facing challenges at home. Here are some strategies to help:

**Families enrich people's purpose** - positive family environments and relationships play a huge part in increasing protective factors in your people's mental health. Investing in a work-family approach can create a positive impact on your organisation's performance. Start conversations about job control, where possible flexible working arrangements or hours, build variety in the workspace and put work-life balance as a strategic priority. Peer-reviewed research shows that these provide protective factors for mental health, life/job satisfaction and emotional connection to their organisation.

**Proactively connect people with support** - one of the simplest yet powerful actions you can take as a leader is to connect your people with support services, such as your EAP. This can include making an appointment on behalf of your people, as well as sharing EAP contact details or other counselling services such as Kids Helpline. If your organisation includes direct family members in your EAP program, make sure to remind your people that after an initial conversation with a clinician, children over the age of 10 can access counselling through EAP.

**Be flexible as a leader** - by being flexible in working with your people on how they deliver their work; you can create a stronger relationship with your people and an employee experience that is truly supportive. Conversations with those of your team who are working parents can help identify what your people need in order to fulfil the expectations of their role. A strong employee experience is built on trust. Creating a workplace built on trust often means that your people will proactively reach out for support to balance their work and personal life responsibilities. Flexible leadership can be a positive force in reducing absenteeism and strengthening your culture and workforce engagement.

**Be compassionate** - it may seem like a lifetime ago, but people leaders were talking about helping their people find better work/life balance before the pandemic. The external pressures on families have increased, similarly to those pressures experienced by organisations. We may not always be our best in life and work, and sometimes the stress and worries about kids and teenagers can weigh heavily on your people's mind and impact their performance. A simple tool that people leaders can use is to show compassion, empathy and understanding for what your people are going through.

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**.

