








As leaders, we need to be honest, transparent, clear, and courageous about giving and receiving feedback. Throughout COVID, either in lockdown, working from home, in our workspace or not working at the moment, this is a vital way we can support our people. Our Clinical Services Manager, Doriene Spennato, says that “**in 2021 perfectionism is out and being human is in**”. We want to remind you that it’s ok to be human and to also feel the struggle.

When any of us feel out of control or that things aren’t in our control, we can behave towards others in challenging ways. We can’t and shouldn’t expect anyone to be their best all of the time right now. We are human, and it’s important to have open and honest conversations with our people about the impact we have on others. Being human means asking questions, listening to the responses and acknowledging how people are feeling. As a leader, it takes courage to modify and change how we lead and communicate. One simple tip that can help you lead right now - recognise and reassure that you know your people are doing their best. Whether you are leading a team of five or 500 – courage is what you will need.

### Being a BRAVE leader means:

-  **B** Be emotionally available
-  **R** Recognise and celebrate small wins
-  **A** Ask rather than assume – how are you doing?
-  **V** Validate where people are at and how they are feeling
-  **E** Show Empathy and understanding – everyone is different

*Doriene Spennato, AccessEAP Clinical Services Manager*

At the best of times, perfectionism stops those around us from learning, and with it, we hope to put up a shield to the world that avoids criticism. As we continue through COVID-19, starting to accept the pros and cons of the pandemic and asking lots of imperfect questions may be the way forward in this hybrid world.

It’s hard to adapt to this ever-changing landscape of restrictions and lockdowns because for many of us, we are on high alert. If you are struggling to adapt or would like to talk about how to manage as a leader – please remember that we have a manager support hotline. It’s ok to ask for help, and sometimes a fresh set of eyes can give you some clarity about what to do next. 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**.