



CLI  
learning quest  
VIRTUAL TRAINING EXPERTS



**nma**  
Nan McKay  
AND ASSOCIATES, INC.

A Wellness Program  
Packed with Coping  
and Productivity Skills  
and Tools

SUPERVISOR TRAINING

# Coping & Productivity



# Welcome to Coping and Productivity Supervisor Training

## Overview of Coping and Productivity

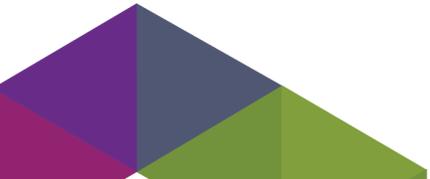
### How will Training Look

These are the Learning Quest Main Themes:

- |                       |  |  |  |
|-----------------------|--|--|--|
| 1 Supervisor Training | 2 Mission 1:<br>Learn Why You're Not Alone/Assess Your Needs | 3 Mission 2:<br>Learn to be a Wellness Champion! | 4 Mission 3:<br>Planning and Resources for Successful Coping |
|-----------------------|--|--|--|

### What is Your Role

<b>ROLE</b> Supervisors play a critical role	<b>BEING</b> Being willing and able to reinforce the messages	<b>LEARN</b> Learn to improve your coaching with On-The-Spot Coaching	<b>DISCOVER</b> Discover where to refer employees for additional service when needed
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# Why is your Role so Important?

Notes:

- 1 Information Provider**  
Employees want to know what is coming next - but when it comes to the current public health crisis, the reality is that no one knows what is coming next
- 2 Trust Builder**  
Employees need to know that they can trust their supervisors and other organizational leaders to have their best interests in mind.
- 3 Listener**  
Employees also need to feel that their concerns are being heard, listened to and acted upon.

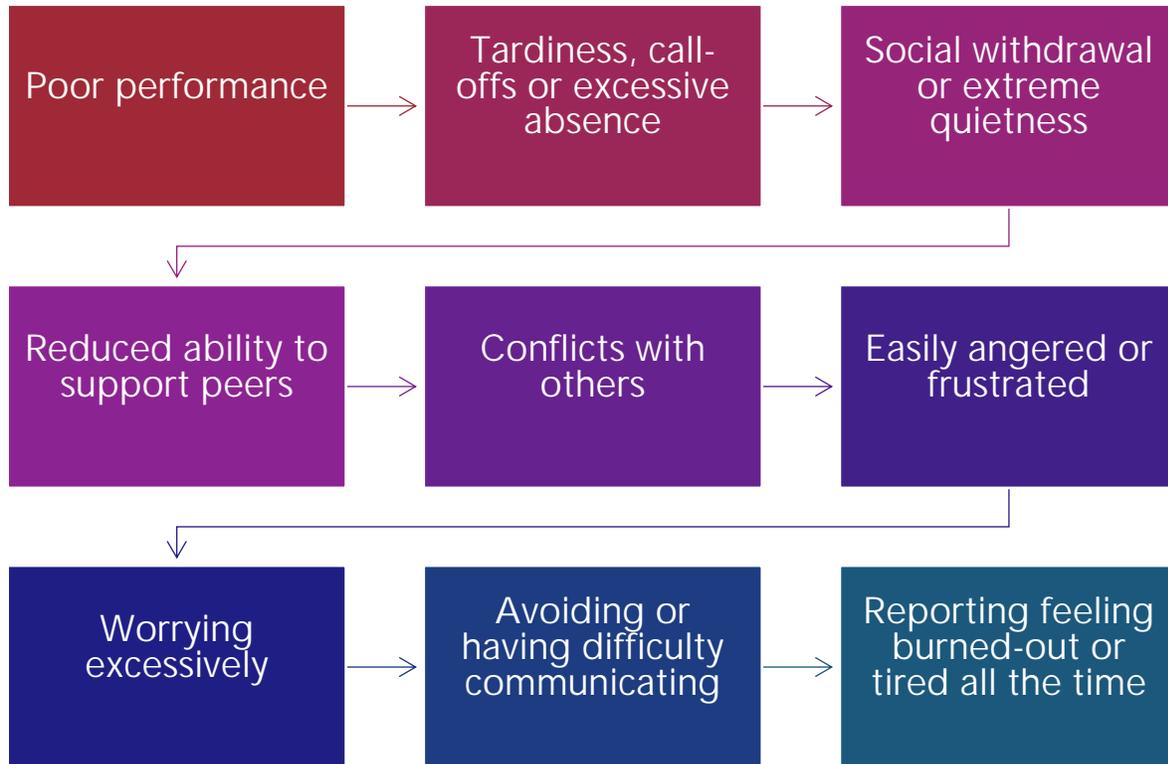
## ASSESS YOUR CURRENT SKILLS

# Supervisor Self-Assessment Scorecard

Step	Score 1-5	Actions needed
I provide a steady flow of information		
I have developed trusting relationships		
I listen carefully		
Bonus: I know when someone is struggling		
Bonus: I know where to refer people for services		

- What are your scores?
- What are your strengths?
- What are your current challenges?

# Recognizing Signs of Stress at Work



What signs of stress are you seeing in your area?





# Tips for Dealing with Stress and Resistance

Expect

- Expect stress and resistance

Learn

- Learn how to recognize it in oneself and others

Don't take

- Don't take it personally

Have

- Have compassion, and respect those who resist

Understand

- Understand resistance as being a sign of valid concern (for the person)

Help

- Help the person to feel heard

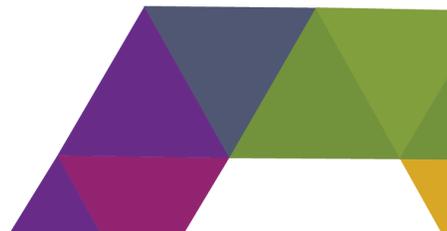
Try

- Try to get at what's underneath

Maintain

- Maintain clear focus and differentiation

Notes:



## 4 Steps to Supervising in a Crisis

Stress and resistance during a crisis can lead to mental health problems that if recognized, can be alleviated through support and professional help.

Recognize the signs and symptoms of employees who are experiencing mental health distress. Lead by example – follow recommendations given to employees about managing stress.

Conduct a check-in or On-The-Spot Coaching with an employee who exhibits signs of stress.

Use empathy and active listening to understand the employee's needs. Acknowledge their struggle while affirming the need to as work effectively as possible.

Adjust work expectations if possible. Avoid overloading employees, decrease non-essential demands and refer employees to appropriate resources.

Notes:



## Three Tools for Supervising in a Crisis:

### The Check-in

A Check-In is a quick, personal, questioning conversation: Ask to meet so you can check in and chat. At the meeting, ask how the employee is doing from 1-10 with work or on a project. Listen actively. Then ask what could be done to get to a 10. as needed and repeat the meeting as needed. Time: 10-15 mins.

### On-The-Spot Coaching

On-The-Spot Coaching is useful when an employee needs more than a nudge to re-engage at work. Use the On-the-Spot Coaching process and repeat the process until goals have been met.

### Manager Contact



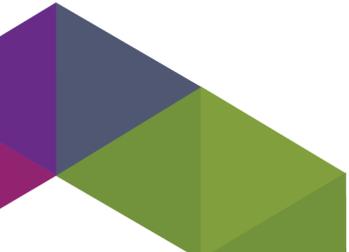


Get manager support: Communicate problems directly with your manager and collaborate on the best actions to take.

## 1-10 Check-In

<p>Ask the other think about how they are doing personally and/ or professionally from low (1) to 10 (high)</p> <p>1</p>	<p>Allow that person to report the number and as appropriate, the reasons for their given numbers</p> <p>2</p>	<p>If the number is low because of a personal reason, ask them what they would need to get a higher number. A simple supportive statement is appropriate.</p> <p>3</p>	<p>If the number is low in the professional area, ask the person what could be done to raise the number and consider any changes that could be made to push the number higher.</p> <p>4</p>
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Notes:



## ON THE SPOT COACHING GUIDE

This coaching approach lets you invite an employee into a short conversation about exploring opportunities to improve.

- ① **Start by identifying a goal to focus on.**
- ② **Begin coaching by picking a positive way to request a meeting:**
  - Can I offer you some feedback?
  - I would like to learn more about X and want to schedule a meeting...
  - Let me help you with X. Let's plan a meeting...
  - I am unclear about X, let's plan a short meeting...
  - Can you help me better understand how things are going with X? Let's plan a meeting...
  - I do have an idea about X. Let's plan a meeting.
- ③ **Proceed with a quick version of the 1-10 Check-In:**

"How are you doing (personally, professionally, on this project, etc.) on a 1-10 scale, with 10 being high? How can I help you get closer to a 10?"
- ④ **Describe: Recognize the action or situation that requires feedback**
  - Identify specific actions or behaviors; provide details and avoid generalizations.
  - Only comment on things you have witnessed or can provide evidence for
  - Look for actions or behaviors that are repetitive and reoccurring.
  - If you observe a situation that is critical – address it immediately.
- ⑤ **Impact: Identify the meaning or influence of the action or situation**
  - Describe who or what was impacted (e.g. clients, staff, process).
  - Don't blame, but rather inform.
- ⑥ **Discuss: Engage in a two-way dialogue**
  - Listen and ask clarifying questions.
  - Focus on what can and needs to be changed or continued.
  - Take a break if the situation gets too emotional.
- ⑦ **Do: Develop an action plan**
  - Discuss commitment levels for change actions.
  - Follow up by assigning a date for a check-ins at the end of the meeting.



Employee Assistance Program

## We're Here to Help



Life's not always easy. Sometimes a personal or professional issue can get in the way of maintaining a healthy, productive life. Your Employee Assistance Program (EAP) can be the answer for you and your family.

**We're Here to Help**

Mutual of Omaha's EAP assists employees and their eligible dependents with personal or job-related concerns, including:

- Emotional well-being
- Family and relationships
- Legal and financial matters
- Healthy lifestyles
- Work and life transitions

**EAP Benefits**

- Access to EAP professionals 24 hours a day, seven days a week
- Provides information and referral resources
- Service for employees and eligible dependents
- Robust network of licensed mental health professionals
- Three face-to-face sessions\* with a counselor (per household per calendar year)

\*Face-to-face visits can also be used toward legal consultations.  
\*California Residents: Knox-Keene Statute limits no more than three face-to-face sessions per six-month period.

- Legal assistance and financial resources
- Online will preparation
- Legal library & online forms
- Financial tools and resources
- Resources for:
  - Substance use and other addictions
  - Dependent and elder care resources
- Access to a library of educational articles, handouts and resources via [mutualofomaha.com/eap](http://mutualofomaha.com/eap)

**What to Expect**

You can trust your EAP professional to assess your needs and handle your concerns in a confidential, respectful manner. Our goal is to collaborate with you and find solutions that are responsive to your needs.

Your EAP benefits are provided through your employer. There is **no cost** to you for utilizing EAP services. If additional services are needed, your EAP will help locate appropriate resources in your area.

Don't delay if you need help

Visit [mutualofomaha.com/eap](http://mutualofomaha.com/eap) or call 800-316-2796 for confidential consultation and resource services.



Insurance products and services are offered by Mutual of Omaha Insurance Company or one of its affiliates. Home office: 3300 Mutual of Omaha Plaza, Omaha, NE 68175. Mutual of Omaha Insurance Company is licensed in Nebraska, United of Omaha Life Insurance Company is licensed in Nebraska, except in New York, Commercial Life Insurance Company, Inc. is licensed in New York. Each underwriting company is solely responsible for its own contractual and financial obligations. Some exclusions or limitations may apply. 452833\_EA16000

# Referral Resources

## Aetna Free Resources

Yale's massively popular 'happiness' course is available [free online](#)

Centers for Disease Control and Prevention:

[How to Protect Yourself](#)

[Guidance for Older Adults](#)

[Communications for Employees](#)

Grokker: Help your team manage stress, stay connected and maintain their physical fitness with [free access](#) to our wellbeing solution and fitness video streaming through April 30, in addition to [free webinars](#) and preparedness resources on staying calm, healthy meals, deep sleep and much more.

Wellbeats: [Free access](#) to on-demand fitness, mindfulness and cooking classes that empowers habit forming physical and mental health with free access until April 30, use promo code 57a4df63

Human Resources:

- Sharonda Bacon [sbacon@nanmckay.com](mailto:sbacon@nanmckay.com)
- Ashley Hilliard [ahilliard@nanmckay.com](mailto:ahilliard@nanmckay.com)



# Benefits to use at Home

**Active by PopSugar:** Hundreds of [free workouts](#) from celebrity trainers and fitness experts.

**GOLD'S AMP™:** [Free access](#) through May 2020, to over 600 audio and video workouts to keep you moving in the gym, outside, use promo code **FIT60**

**Inner Explorer:** Free access for youth and families to the I AM PRESENT app, [download here](#) through Summer 2020.

## Teladoc

Teladoc gives you 24/7/365 access to U.S. board-certified doctors through the convenience of phone, video or mobile app visits. It's an affordable alternative to costly urgent care and ER visits when you need care now. **Teladoc does not replace your primary care physician. It is a convenient and affordable option for quality care. Talk to a doctor anytime for \$40 or less!**

### Meet Our Doctors

- Practicing PCPs, pediatricians, and family medicine physicians
- Average 20 years experience
- Are U.S. board-certified and licensed in your state
- Are credentialed every three years, meeting the NCQA standards

### Get The Care You Need

Teladoc doctors can treat many medical conditions, including

- Cold & flu symptoms
- Allergies
- Sinus problems
- Ear infection
- Urinary Tract Infection
- Respiratory infection
- Skin problems
- And more!

### When Can I Use Teladoc?

- When you need care now
- If you're considering the ER or urgent care for a non-emergency
- On vacation, on a business trip, or away from home
- For short term prescription refills



# A Checklist for Managing Up in a Crisis

1

## Make sure you understand your manager and her/his needs

Your manager's preferred work style  
(D/Dominant - fast-paced;  
I/Influential – caring;  
S/Steady – careful;  
C/Conscientious: Assessing

Your manager's need to know information for decision making

2

## Provide information on a continuous basis

Consider your manager's preferred way of receiving information  
Provide information as close to the event as possible  
Even seemingly unimportant information may be  
useful to your manager  
Ask your manager; "how often do you want updates?"

3

## Selectively use your manager's time by communicating with your manager these three ways in a text, email or call:

This is an FYI: No response needed  
Response Optional  
Action Needed

Notes:





# Supervisor Action Plan

## More/Less/The Same

What will you do to ensure that you become the most effective supervisor possible?

I will do this more:

I will do this less:

I will continue to do this the same:





## Additional Reading and Tools

4 Keys Strategies to Help Supervisors Support Employee Well Being During Covid19  
<https://blogs.ohsu.edu/occupational-healthsciences/2020/03/25/4-key-strategies-to-help-supervisorssupport-employee-well-being-during-covid-19/>

COVID19 Pandemic Supervisor Tips and Tools  
<https://www.hr.pitt.edu/news/covid-19-pandemicsupervisor-tips-tools-motivating-remote-staff-stayengaged-and-productive>

Coronavirus (COVID-19): A Supervisor's Guide to Leading Through the Pandemic  
<https://www.xperthr.com/editors-choice/coronaviruscovid-19-a-supervisors-guide-to-leading-through-thepandemic/44219/>