Four Keys to Handling the Pressure of Being a Supervisor or Manager

Presented by:

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Objectives

- Discuss Ways to Better Manage our Thinking During Times of Pressure
- Learn to Further Develop Emotional Intelligence as a Crucial Leadership Skill
- Identify Steps for Improving Our Personal & Professional Resilience
- Discuss Ways to Reduce the Impact that Our Stress & Pressure can Have on Our Employees
Pressure that Today’s Managers Face

- Meeting the Needs of a Diverse Team
- Constant Change in the Workplace
- Unrelenting Stress (too much, too fast)
- Competing Priorities at Work & Home
- The Condition of the World (the economy, loss of security, etc.)
“If you think you can you can, and if you think you can’t...you’re right”
Thinking Influences Every Area of Our Lives
  - our stress level and health
  - the quality of our relationships
  - our effectiveness as a manager

It Determines Our Response
  - to our problems and issues
  - to our employees
What Impacts Our Thinking

- How We Access Our Minds
  - conscious (less than 10%)
  - sub-conscious (more than 90%)

- The Four Components of Our Attitudes
  - sub-conscious beliefs
  - conscious thinking (self-talk)
  - emotions
  - behavior (actions & habits)
Change Self-Limiting Beliefs

• Identify Self-Limiting Beliefs You’d Like to Change
  - “this situation is never going to improve”, “this employee will never improve their performance”, etc.

• Practice Replacing Self-Limiting Beliefs with More Accurate & Constructive Truths
  - “most negative circumstances are temporary”, “with the right support, a lot of employees can improve their performance”, etc.
• Minimize Worrying
  - research documents that worrying is mostly a waste of time

• Practice Replacing Negative Thoughts with More Positive Ones
  - don’t allow negative thoughts to flow freely (“don’t go there”)
  - reframe negative thoughts into something constructive
“The problem is not with emotionality, but with the appropriateness of expression”
Characteristics of Emotional Intelligence

- Emotional Self-Awareness
- The Ability to Rationally Manage Our Own Feelings
  - i.e., think before reacting
- A Tendency to Use Emotions for Self-Motivation
  - i.e., get the butterflies to fly in formation
- The Ability to Recognize and Be Sensitive to Emotions in Others
The Importance of Emotional Intelligence for Those in Management Positions

- Managers/Supervisors with Well Developed Emotional Skills are More Likely to be Effective Leaders
  - demonstrate compassion for employees
  - interact effectively with staff (sensitive to their emotional needs)
  - be rational & objective in decision making

- Unmanaged Emotions Often Drive Ineffective Behaviors in Leaders - i.e., overreacting to situations; micro-managing employees
Stay Aware of Your Emotional State

- Practice Emotional Self-Awareness
  - what you feel & why you feel it

- Strategies to Remain Aware of Your Emotional State
  - feedback from family and trusted colleagues

- Know Your Behavioral Tendencies During Emotional Times
  - become defensive, micro-manage, etc.
• Recognize Physiological & Emotional Reactions to Pressure (Fight or Flight Response)

• Be Aware of the Dynamics of Overreaction
  - underlying issues (feeling threatened, etc.)
  - contributing factors (energy level, stress level, etc.)
  - button-pushers (difficult employees, etc.)

• Practice Responding, Instead of Reacting
  - build in a pause for preparation if possible before engaging
“Resilience refers to an individual’s ability to cope with stress and adversity”
Factors that Determine Resilience

- Our Attitude Towards Stressful Events
- How We Respond to Challenging Circumstances (emotionally, in our behavior, etc.)
- The Quality of Our Support System
- Our Overall Health
Steps to Improve Your Resilience

- Take Care of Your Health
  - get enough sleep
  - exercise
  - eat right

- Pace Yourself (slow but sure wins the race)
  - allows you to recharge your batteries
Steps to Improve Your Resilience

• Stay in Balance
  - take time for yourself regularly

• Maintain a Good Support System
  - surround yourself with positive people

• Proactively Seek Inspiration
  - remember the importance of your role
  - access motivational information
“Don’t let what pressures you, pressure them”
Don’t Let the Pressure Run Downhill

- Don’t Let the Pressure Impact Your Management Style
  - cause you to get negative, push too hard, micro-manage, etc.

- Choose the Right Time & Place for Stressful Conversations
  - for both you and the others involved
Don’t Let the Pressure Run Downhill

• Practice Responding Instead of Reacting to Employees
  - build in a pause for preparation if possible before engaging

• Always Disagree, Agreeably
  - the quality of the interaction is critical
The Employee Advisory Service is a State sponsored program designed to help employees and their dependents with personal, family or work related issues that may adversely impact their work performance. EAS helps to restore the health and productivity of employees and the workplace as a whole. Problems are addressed in the quickest, least restrictive and most convenient manner while maximizing confidentiality and quality.

Call us at our toll free number 1-866-327-9133, to schedule a confidential appointment.

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