

CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 18 #4

A Message from Matt

Trust.

Simple Trust is the trust that Joe will complete his project on time or that Julie will continue to provide great customer service.



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Real Trust is the deeper trust that can make or break a relationship...or a team.

Teams lacking trust become self-centered, protective, and cautious with each other. Trusting teams take risks together, work efficiently, are vulnerable, share ideas, admit mistakes, forgive, grow together and move on. This type of trust is essential for truly effective teams and will pay off in dividends in the long run.

"Those who proclaim falsehood must be totalitarian: they can only survive and thrive by throttling discussion."

- John Milton
(1608-1674)



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Managing the Brilliant / Toxic Team Member

We all know a "Joe" or maybe it's "Jane" – the brilliant but toxic individual; wicked smart, subject matter expert, performance genius, the functional specialist with an extra helping of ability. The glitch? The brilliant individual exudes toxic fumes and colleagues wither! You are the supervisor. Now it's your choice: plan a funeral for team morale and productivity or lead the team!

Leadership staff can do a quick self-assessment. Have I... been blinded by the brilliance? ...followed the common instinct to walk on eggshells around this individual? ... seen counter-productive behavior and immediately moved to cover-up the damage and/or protect my own political back-side? A single 'yes' answer sacrifices the confidence and trust of colleagues. Supervisors can reduce toxicity! Determine to...



- Consciously note that behavior producing a toxic environment is always a performance problem!
- Track and investigate complaints and your hunches ASAP
- Call out justifying comments like "...that's just me" or "...that's just Joe or Jane"
- Provide immediate feedback and implement corrective action when such behavior surfaces.
- Match feedback & consequences to the intensity of the problem. Termination? A corrective conversation? Strict boundaries with immediate consequences? EAP referral? Other?
- Own and genuinely apologize when you fail to see or respond to less than desirable behaviors of the toxic expert on your team.*

The brilliant/toxic team member has valuable talent – can it be merged with needed team collaboration? Sometimes 'yes' sometimes 'no'. Resolve today to engage in respectful, honest feedback and intervention. Not sure where to start? Connections Inc. EAP provides consultation for leaders and assistance for employees.

*<https://www.thebalancecareers.com/how-to-handle-the-brilliant-but-toxic-employee-3575677>

Connections Inc. Employee Assistance Program's mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

Connections Inc. Employee Assistance Program mission statement since 1988

News & Notes:

On April 30, 2018, the California Supreme Court issued a ruling which significantly skews the previous criteria for classifying workers as employees or independent contractors towards a finding that a worker is an employee. Thus, it is now more crucial than ever for business owners to ensure proper classification of its workers... other states are highly likely to follow California's revenue-generating example and establish similar legal precedents of their own. The California court established three concrete facts to legally classify workers as independent contractors:

1. That the worker is free from the control and direction of the hirer in connection with the performance of the work, both under the contract for the performance of such work and in fact;
2. That the worker performs work that is outside the usual course of the hiring entity's business; and
3. That the worker is customarily engaged in an independently established trade, occupation or business of the same nature as the work performed for the hiring entity.



Maynard's Corner

Summer is here, and the children are out of school. That brings a whole new list of concerns to you and your family. Summer camps, summer child care, some soon to be empty nests and more. Did you know that Connections Inc. EAP can aid in addressing many of those services?



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Graduation is over and now everyone faces what is next. This is a trying time for graduating students and parents as well. Please give us a call to relieve some stress and have a great summer!

NEXT ISSUE: Five Characteristics of Truly Cohesive Teams

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