



Momentum

Leading through change

Help your team adapt to change

Many leaders today have struggled to manage complex overlapping challenges, including pandemic-influenced workforce health issues. Rapid changes in the workplace can cause people to feel confused and vulnerable. However, a leader can contribute substantially to an organization's resilience amidst change.

- Communicate the "what" and the "why" behind every change. Explain the purpose of the change and connect it to the organization's values to inspire stronger staff buy-in.
- Fear of the unknown raises stress levels, so communicate early and often. Solicit and listen closely to each team member's feedback and show understanding.
- Encourage continuous learning among your team so they can better navigate the velocity of today's changes.
- Meet individually with those having difficulties; suggest they access their program for stress management assistance.
- Acknowledge and celebrate every group success during times of change.

**Visit MagellanAscend.com
for more information**

Contact your program

24/7/365

for confidential, no-cost help
for you and your household
members.

Live Webinar—Join us Wednesday,
March 24 for a managers' webinar:
*Leading Powerfully During Change
and Uncertainty*. Register [here](#).

Overcoming resistance to change

Good communication and support help alleviate the underlying causes of resistance, whether you've identified misunderstandings, rumors or fear. Meet with your impacted employee, strive to spot potential misunderstandings, and clarify your expectations.

Inspire with vision by painting a positive picture of the post-change workplace, including details of how the employee may benefit personally. Gain commitment from your employee to adapting to the change.

Set a follow-up meeting with the employee to review expectations and discuss whether they're being met. If they are, praise the employee. If not, discuss and re-clarify the expectations.

Mind Your Mental Health

March includes National Drug and Alcohol Facts Week

During the fourth week of March, this observance aims to counteract myths about substance use and addiction, while educating people about the current science on substance use. Some facts:

- Only about 10 percent of people who need treatment for substance abuse in the U.S. actually receive treatment.
- Traditionally, alcohol and drug problems weren't treated until the individual "hit bottom" after their substance misuse became a crisis. However, mild substance use disorders can also be treated, and early intervention can prevent severe disorders later.
- Although some consider medication-assisted treatments as "substitute addictions," this isn't the case. Studies show that medicines like methadone and buprenorphine reduce cravings and substance misuse, reduce risks of relapse and overdose and help people return to healthy functioning.
- Drug use can eventually lead to dramatic changes in the brain's neurons and circuits. These changes can remain after a person has stopped taking drugs.

Visit www.MagellanHealthcare.com/About/MYMH or call your program for confidential mental health resources.

Working on Wellness

Coping with workplace illness

- In this pandemic age, it's particularly important to encourage sick employees to stay home. Sick employees can put the entire organization at risk. Keep records of telephone conversations (and messages) with absent employees.
- This is an opportune period to review your organization's time and attendance policies, including paid time off and sick leave for employees. If you're unsure about a policy, consult your with HR representative.

Showing Support

Dealing with challenging people

- It's inevitable at work that you'll encounter problematic interpersonal issues. Remember that the other person's behavior usually is not about you—it's more a reflection of their own struggles and/or unmet needs.
- Often, "difficult" people show up at certain points to teach us needed lessons. Amidst a strife-infused relationship, try to identify what you're meant to learn in the situation and extend sincere forgiveness.



Managing Work-Life Balance

Creating a supportive environment

Inspire your staff to live healthy, meaningful and productive work lives. When an organization makes well-being central to its culture and provides resources for employees to live healthier lives, they take better care of themselves. Encourage employees to seek balance, including the use of paid time off after stressful periods. Strive to give more positive feedback than you do negative, and provide it frequently. Positive feedback helps employees gain confidence to learn, grow and contribute.