



SUMMER  
2025

# EMPLOYEE ADVISORY SERVICE SUPERVISOR/MANAGER NEWSLETTER

*The New Jersey Civil Service Commission's Employee Advisory Service (EAS) Supervisor/Manager Newsletter contains useful articles and information for leaders around various well-being and work-life topics. All articles are intended for supervisors, managers, and any other title that has responsibility for the unit. EAS is committed to improving the quality of life for all New Jersey Civil Service employees by encouraging a good work-life balance, and a healthier, happier, and more productive workplace.*



## UPCOMING WEBINARS

### **Engagement Elevation: Building a Team That Thrives**

Date: 7/31/2025, 11:00 AM - 12:00 PM

### **EAS Supervisor-Manager Orientation Webinar**

Date: 8/12/2025, 11:00 AM - 12:00 PM

### **Empower, Inspire, Succeed: Embracing Coaching as a Leadership Too**

Date: 8/28/2025, 11:00 AM - 12:00 PM

### **Presenting with Poise: Communication Skills for Digital-Age Leaders**

Date: 9/25/2025, 11:00 AM - 12:00 PM



**REGISTER NOW**

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Vision alone isn't enough—leaders must turn vision into reality through **effective planning and execution**. The best leaders don't leave success to chance; they create strategic plans that align goals with actions, ensuring teams stay focused and productive.

## 4 Benefits of Strategic Planning

## Tips for Developing and Executing Your Plan





### 3. Assign clear responsibilities.

Ensure that each team member knows their role in executing the plan. Accountability drives follow-through and results.

### 4. Use tools to track progress.

Leverage project management tools like Trello, Asana, or Monday.com to monitor deadlines, milestones, and performance metrics.

### 5. Regularly review and adjust.

Even the best plans need refinement. Conduct regular check-ins to assess progress, address challenges, and make necessary adjustments.

### Reflection: Is Your Planning Driving Results?

- Are your leadership goals clearly defined and documented?
- Does your team understand their role in executing the plan?
- Are you tracking progress and adjusting strategies as needed?

If not, it's time to refine your planning process to **align strategy with execution** more effectively.

Great leaders don't just set goals—they create actionable plans to achieve them. By aligning strategy with execution, you ensure that your vision becomes a reality, leading to sustained success for you and your team.

Take time this week to refine a key strategic plan. Identify gaps, assign clear responsibilities, and set measurable milestones to ensure progress.

Source: <https://allonehealth.com/insights/why-planning-is-essential-for-leadership-success/>

# ALIGNING ORGANIZATIONAL CULTURE TO SUPPORT EMPLOYEE WELL-BEING AND GROWTH

By Jill Hinrichs, Senior Consultant at AllOne Health



Today's managers face the dual challenge of achieving organizational goals while fostering a workplace where employees feel valued, supported, and empowered to thrive. The success of any organization starts with its people—and effective leadership is key to aligning strong business results with employee well-being.

Here are several practical ways managers can support their teams using a strengths-based approach:

## 1. Inspire with Strengths-Based Strategy

One of the most impactful ways to guide your team is by focusing on what's working. The SOAR framework—Strengths, Opportunities, Aspirations, and Results—offers a strategic planning approach that emphasizes potential over problems.

Try asking your team:

- What are we doing well?
- Where can we grow and expand?
- What is our vision for the future?
- What outcomes are we striving for?

These questions help build alignment, energy, and a shared sense of purpose across your team.

## 2. Empower Growth Through Strengths-Based Coaching

Supporting employee development doesn't have to mean fixing weaknesses. A strengths-based coaching approach encourages individuals to own their growth by focusing on what they naturally do best. This leads to higher engagement, improved performance, and greater team cohesion.

**Action Tip:** During regular one-on-ones, ask questions like “What recent work energized you?” or “How could you use your strengths more in your current role?”

When employees feel seen and supported for who they are, they're more likely to stay motivated and committed.

### 3. Transform Performance Through Perspective Shifts

Sometimes, performance challenges stem from misalignment rather than lack of effort. By shifting conversations from what's wrong to what's possible, managers can unlock an employee's potential. For example, when a struggling team member is guided to see how their strengths connect with team goals, they become more self-aware and engaged—often resulting in improved outcomes and renewed trust.

### 4. Spark Meaningful Conversations

Supporting employees also means helping them connect to their purpose. Asking thoughtful questions encourages reflection, self-awareness, and clarity about what matters most.

Try using these questions:

- What tasks make you feel most energized?
- What professional relationships have helped you grow?
- What are your short- and long-term career goals?
- What impact do you want to make in your role?
- What's one small action you can take now to move forward?

These conversations build connection and can serve as powerful catalysts for personal and professional growth.

### Leadership That Builds Momentum

As a manager, you set the tone for how your team experiences the workplace. By focusing on strengths, encouraging development, and asking great questions, you can create a culture of trust, alignment, and high performance—while helping each team member thrive.

Start today with one conversation, one strength, one shift—and see the difference it makes.

*Source: Adapted from <https://allonehealth.com/insights/aligning-organizational-culture-to-support-employee-well-being-and-growth/>*



# EMBRACING NEURODIVERSITY: A CATALYST FOR TRANSFORMATIVE LEADERSHIP

By Steve Davis, Consulting Innovation & Development Lead, AllOne Health



Neurodiversity is a concept that recognizes and values the wide range of human brain functioning. It encompasses differences such as autism, ADHD, dyslexia, and other neurological variations. In the context of organizational leadership, embracing neurodiversity means acknowledging that the unique cognitive strengths of all employees can drive creativity, innovation, and resilience. As global markets become more complex and competitive, forward-thinking leaders are increasingly finding that a neurodiverse workforce is a key asset.

At its core, neurodiversity challenges the traditional view that deviations from typical cognitive functioning are deficits. Instead, it posits that these differences can offer significant advantages. For instance, individuals on the autism spectrum might bring remarkable attention to detail and an ability to recognize patterns that others might miss. Meanwhile, those with ADHD may excel in high-energy environments, contributing creative ideas and the capacity to rapidly shift focus when necessary. By valuing these distinct talents, organizations can foster a culture of inclusive problem-solving that turns challenges into opportunities.

## Tips for Getting Started

For leaders, integrating neurodiversity into the workplace starts with a commitment to inclusion at every level. It requires rethinking conventional hiring practices and performance metrics to ensure they capture a broad spectrum of abilities. Tailored recruitment strategies that specifically seek neurodiverse candidates can diversify the talent pool. Moreover, organizations should invest in training and development programs that educate all employees about neurodiversity. Such initiatives not only reduce stigma but also cultivate an environment where different ways of thinking are recognized as strengths.

Practical accommodations play a crucial role as well. Flexible work arrangements, alternative communication methods, and adaptive technologies can help neurodiverse employees perform at their best. Leaders who prioritize these accommodations send a powerful message: every team member's unique abilities are valued. This approach not only enhances productivity but also builds trust and loyalty across the organization. When employees feel supported, they are more likely to contribute innovative solutions and collaborate effectively with colleagues from diverse backgrounds.



## The Benefits

Embracing neurodiversity not only strengthens internal processes but also revolutionizes the client and customer experience. By integrating a spectrum of cognitive perspectives, organizations empower teams to approach challenges with fresh, innovative insights that directly benefit their clientele. Diversity in thought fosters the creation of products and services that better address the varied needs of customers, resulting in more personalized and empathetic service experiences. Clients appreciate when companies not only meet their expectations but also anticipate challenges with creative problem-solving strategies. Such an environment builds trust and loyalty, as customers feel understood and valued. In a marketplace where exceptional customer experience is a key differentiator, leveraging the unique strengths of a neurodiverse workforce can drive long-term satisfaction and competitive success.

Neurodiversity is far more than a trend—it is a transformative force that can redefine organizational leadership. By recognizing and integrating the diverse cognitive strengths of all employees, leaders can drive innovation, build resilient teams, and secure a competitive advantage in the marketplace.

As we continue to navigate a rapidly evolving world, embracing neurodiversity is not merely a matter of social responsibility; it is a strategic imperative that promises to unlock untapped potential and propel organizations toward long-term success.

Source: <https://allonehealth.com/insights/embracing-neurodiversity-a-catalyst-for-transformative-leadership/>





**Q. I met with my team and could tell some tension existed between two employees. I ignored it because no one was complaining, but something felt off. I view issues like this as normal, and it's up to employees to work things out on their own. Did I handle this correctly?**

A. You can't assume that silence means the issues will ultimately be resolved. Team morale often erodes not because of overt problems but because of unspoken conflicts, resentments, and lingering tension. Employees will cope with these sorts of stressors on their own, but not necessarily to the benefit of the work unit. It's more likely that passive-aggressive behaviors will appear, and not the small stuff like refusing to say "good morning." More likely it's reduced collaboration, poor cooperation with deadlines, or withdrawal from the team. This affects team productivity. A better approach is to note the clues that indicate a problem, meet with employees, and ask what's going on. Literally say, "Let's have an honest conversation about what's going on between you two." Creating this space will help resolve the problem, but ask that employees use EAS if issues continue after your attempt to get them resolved.

**Q. I learned a hard lesson the other day about giving timely feedback when I gave negative (constructive) feedback to my employee about using a sarcastic tone with a customer a week after it happened. When I finally mentioned it, the employee got very irate.**

A. More should be written about giving feedback to employees after too much time has passed. Whether it's waffling on the decision to give feedback, mulling over the right words, or suddenly feeling obligated to give feedback, delay is a huge problem. Without timely feedback, employees will usually assume everything is fine (or worse, feel as though they have done the right thing). It's likely your employee felt ambushed under such circumstances. Here's the key takeaway: Feedback does not have to be perfect when you give it, but give it anyway. This is the only time that details and emotions are fresh. As time passes, feedback becomes less useful or suspect. If you feel the need to give feedback that is delayed, role-play it with a colleague or consider meeting with EAS. You'll gain even more insights about communicating with employees.





# Employee Advisory Service

## UPCOMING WEBINARS SUPERVISORS/MANAGERS

### Supervisors / Managers

**REGISTER NOW**



### Engagement Elevation: Building a Team That Thrives

#### Date / Time

- July 31st
- 11 AM – 12PM

#### About this webinar:

This dynamic presentation will provide several practical strategies that supervisors can utilize in their day-to-day management approach to improve employee engagement and motivation. The session will discuss methods for identifying the needs and interests of staff, and techniques for getting them to buy into and work towards the accomplishment of organizational goals.

### Empower, Inspire, Succeed: Embracing Coaching as a Leadership Too

#### Date / Time

- August 28th
- 11 AM – 12PM

#### About this webinar:

Research shows that employees are more motivated and productive when their supervisor utilizes a collaborative coaching approach during their day to day interactions. This practical presentation will review the communication skills necessary to have effective coaching interactions, and discuss using a collaborative coaching approach in key situations including assigning work, managing performance, and solving problems.

### Presenting with Poise: Communication Skills for Digital-Age Leaders

#### Date / Time

- September 25th
- 11 AM - 12 PM


#### About this webinar:


This practical presentation is designed to provide an overview of the basic elements necessary to give effective presentations. Covered topics include developing your message, interacting effectively with your audience, and how to prepare for delivering your message.

Employee Advisory Service (EAS)

*Support - Empowerment - Growth*

Your privacy is important to us. Your confidentiality is protected by state and federal law and regulations. All of the services offered are guided by professional and ethical standards. Contact us to learn more.

 [EAS\\_Help@csc.gov](mailto:EAS_Help@csc.gov)

 1-866- 327-9133

 <https://nj.gov/csc/employees/advisory/>

How Can We  
Help You?



# Employee Advisory Service

*Support - Empowerment - Growth*

## EAS OUTREACH PROGRAM

Employee Advisory Service (EAS) is a program designed to assist employees and their dependents with personal, family, or work-related issues that may adversely impact their work performance. EAS provides confidential assessment, counseling, and referral services to help restore the health and productivity of employees and the workplace as a whole.

Here are some key points about EAS:

- **Purpose and Scope:**

- EAS supports both employees and their household members.
- It addresses a wide range of issues, including personal, family, and work-related challenges.
- The goal is to provide timely and effective assistance while maintaining confidentiality.

- **Services Offered:**

- *Assessment:* Employees can self-refer or be referred by their Appointing Authority for an intake/assessment session with a counselor.
- *Counseling:* Professional counselors collaborate with regional providers to offer services throughout New Jersey.
- *Referral:* EAS helps connect individuals with appropriate resources based on their needs.

- **Benefits for Employers:**

- Employers can benefit from EAS services by promoting employee well-being, effectiveness, and efficiency.
- EAS offers webinars and events focused on various topics relevant to employees and supervisors/managers.

If you have any concerns or need support, consider taking advantage of the resources provided by EAS. Our Outreach Team will visit your agency to inform employees about the free benefits that we provide, and how they can request our services. Ask your Human Resources Department to schedule an information session for your team today.



**NUMBER:**

1-866-327-9133

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**24 HOURS A DAY 7 DAYS A WEEK**  
(EMERGENCY MENTAL HEALTH SERVICES)

