



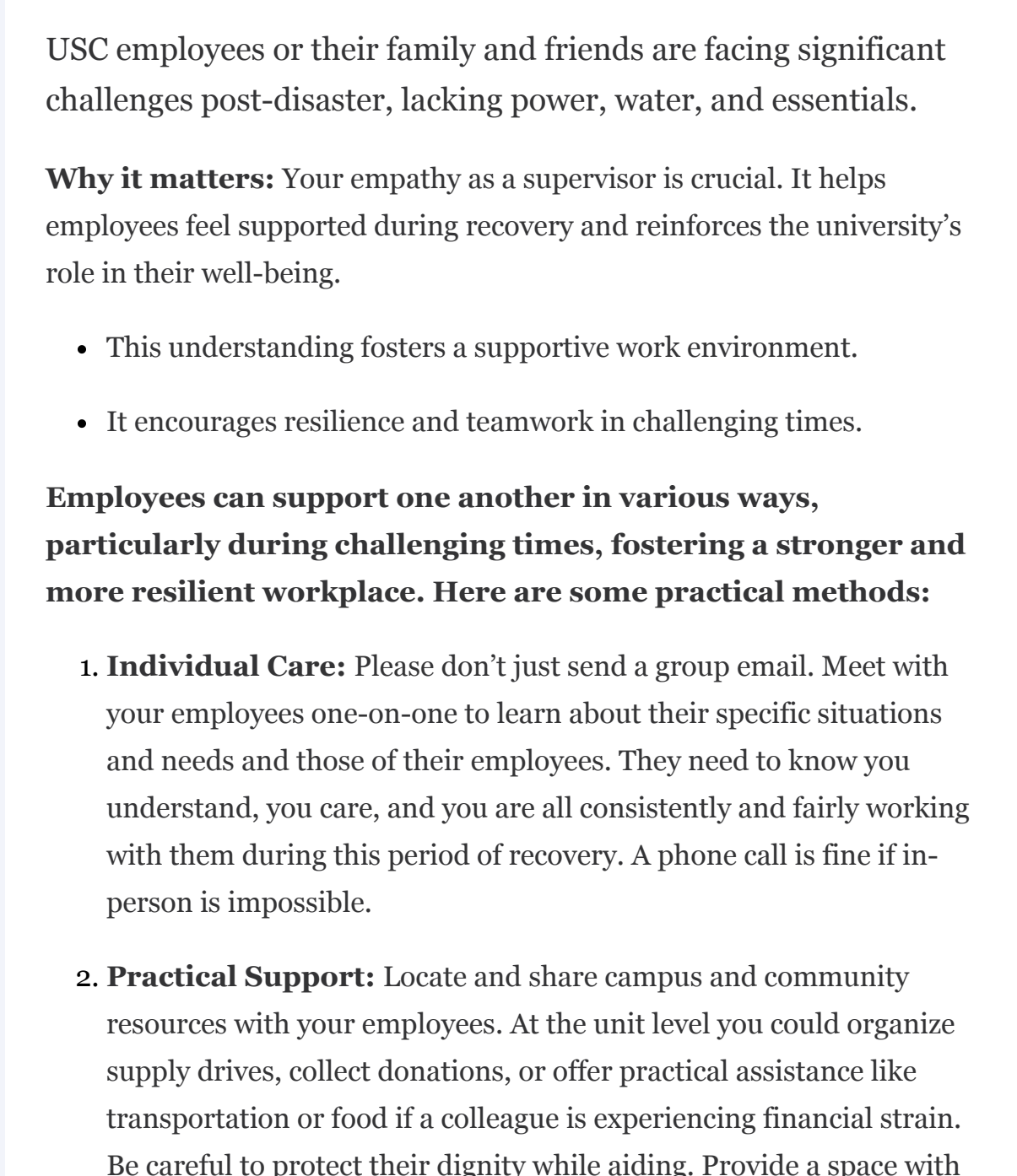
# Supervisor Newsletter: Monthly News Leaders Can Use

By HR • Oct 17, 2024

Smart Brevity® count: 5.5 mins...1507 words

We're here to make your job easier by providing important announcements, useful resources, and answers to challenging situations while focused on fostering a strong supervisor community, ensuring employee success and enhancing our campus culture.

## Supporting Employees After a Natural Disaster



USC employees or their family and friends are facing significant challenges post-disaster, lacking power, water, and essentials.

**Why it matters:** Your empathy as a supervisor is crucial. It helps employees feel supported during recovery and reinforces the university's role in their well-being.

- This understanding fosters a supportive work environment.
- It encourages resilience and teamwork in challenging times.

**Employees can support one another in various ways, particularly during challenging times, fostering a stronger and more resilient workplace. Here are some practical methods:**

- 1. Individual Care:** Please don't just send a group email. Meet with your employees one-on-one to learn about their specific situations and needs and those of their employees. They need to know you understand, you care, and you are all consistently and fairly working with them during this period of recovery. A phone call is fine if in-person is impossible.
- 2. Practical Support:** Locate and share campus and community resources with your employees. At the unit level you could organize supply drives, collect donations, or offer practical assistance like transportation or food if a colleague is experiencing financial strain. Be careful to protect their dignity while aiding. Provide a space with phone, computer, and internet for employees to attend to private recovery matters during breaks.
- 3. Flexibility and Realistic Expectations:** Allow shift swaps, flexible work schedules, and remote opportunities. Adapt priorities, timelines, and expectations for employees to have time to recover. Encourage teamwork, sharing knowledge and skills for continuity, and assisting one another. The need is not equal so the solutions may not be as well. Extend grace and squash negative talk and gossip. Monitor progress, recognize positive behaviors and efforts, and celebrate successes.
- 4. Lead by Example:** Demonstrate positive coping strategies, resilience, and self-care (healthy foods, exercise, meditation, limit screen time, a regular routine, plenty of sleep, communicate your feelings, tune into your family). Display compassion and empathy toward yourself and others. Be human-centered and respect that every employee's situation may be unlike your own. Follow the Platinum Rule and do unto others as they would have done unto them.

### 5. Ongoing Support:

- **Check-ins:** Regularly ask how employees and colleagues are doing, offering a listening ear or supportive conversation.

- **Peer Mentoring:** Establish peer mentorship programs where employees can offer guidance, advice, or simply emotional support during tough times.

- **Support Groups:** Facilitate informal groups focused on needed topics.

## Helpful Resources During Difficult Times

✦ **MYgroup Employee Assistance Program:** Experiencing a major crisis can trigger a wide range of emotions, such as anxiety, depression, confusion, and tension.

- These intense feelings may disrupt typical coping strategies, making it difficult to function. MYgroup EAP counselors can provide up to 6 free counseling sessions, per issue to assist during this time.

**Remember,** MYgroup EAP is always available to help employees and their family members through times of need and have access to counselors 24 hours a day, 365 days a year by calling 800-633-3353 or 704-529-1428. Sessions are available in-person, virtually, over the phone, or through BetterHelp.com—all you have to do is call MYgroup to get the process started.

**MYgroup EAP** also has online resources from legal services and documents or financial services to consultations and access to discounts.

**To access *work-life service*,** visit [MYgroup.com](https://mygroup.com) > Current Participants > Resources > Access Work-Life Services and log in using the username "USC" and password "guest" or download the MYgroup app.

✦ **Employee Hardship Relief Fund for USC Staff/Faculty:** complete the [USC Staff/Faculty Emergency Hardship Fund Application](#) and email to [EmergencyFund@sc.edu](mailto:EmergencyFund@sc.edu); or you may donate to the Relief Fund (a32396) by visiting [donate.sc.edu/direct-your-gift](https://donate.sc.edu/direct-your-gift)

✦ **Staff/Faculty Ombuds:** In busy, stressful situations, people may not clearly articulate their needs or expectations, communication can break down, and intent can be misconstrued. Use your campus ombuds and other personnel (such as HR) to explore ways to navigate through tough conversations and preserve relationships.

✦ **Disaster Assistance:** [DisasterAssistance.gov](https://DisasterAssistance.gov) can help individuals apply for FEMA disaster assistance and guide you to other resources to help you recover. They can also assist in finding transitional sheltering assistance if needed.

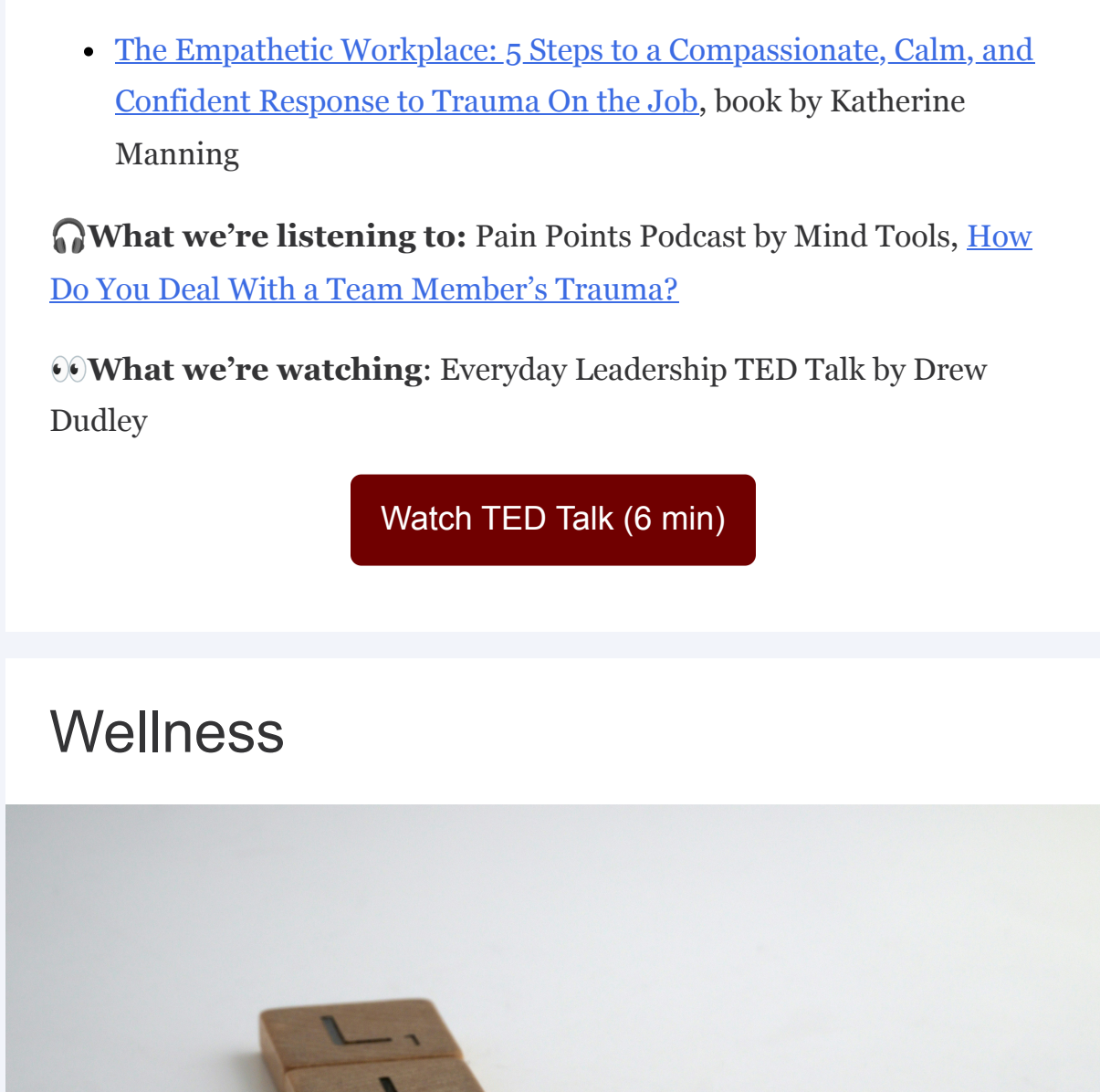
✦ **Disaster Distress Helpline:** call 1-800-985-5990 toll-free, or visit their website [disasterdistress.samhsa.gov](https://disasterdistress.samhsa.gov)

✦ **988 Suicide & Crisis Lifeline:** call 988 or visit their website [988lifeline.org](https://988lifeline.org) for other options to communicate with a counselor such as texting, online chat, and other accessible options for deaf or hard of hearing.

✦ **MentalHealth.gov:** [MentalHealth.gov](https://MentalHealth.gov) provides US government information and resources on mental health.

✦ **National Domestic Violence Hotline:** call 1-800-799-7233 toll-free, or 1-800-787-3224 TTY.

## Training and Development



### Supervisor Trainings Just for You:

**Recognizing and Resolving Conflict - Live Webinar, October 22 at 3 p.m.**

**Psychological Safety - Live Webinar, October 24 at 1 p.m.**

**Lean Process Improvement - Live Webinar, November 5 at 10 a.m.**

**Gamecocks Stand Up: Bystander Intervention for USC Employees - Live Webinar, November 7 at 3 p.m.**

**Recovery Ally Program - In-Person, November 13 at 10 a.m.**

**New Supervisory Orientation - Live Webinar, November 13 at 1 p.m.**

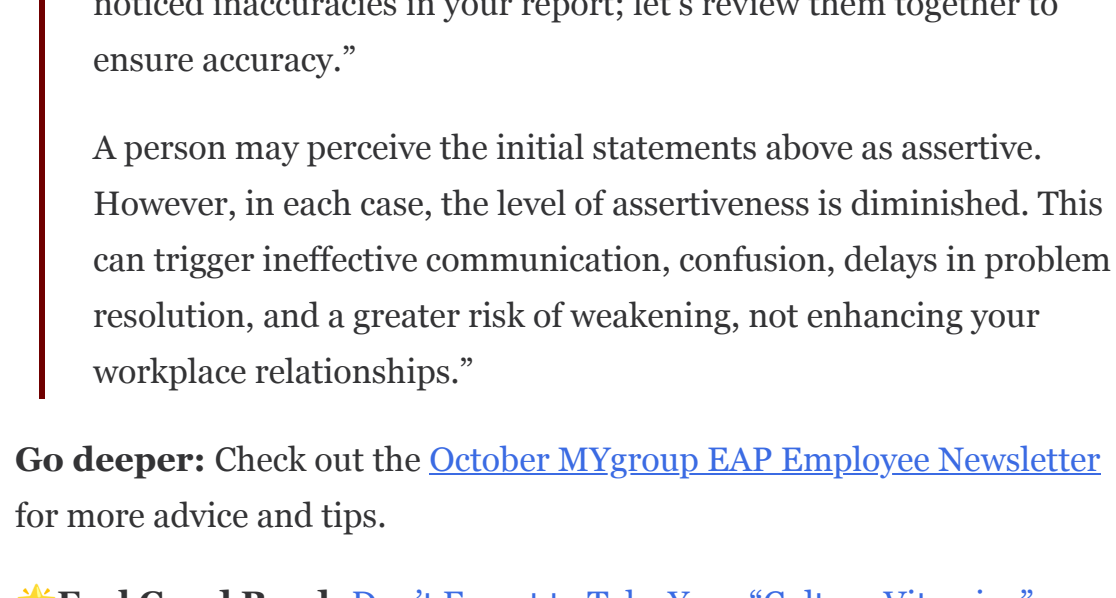
**Fraud: The Role You Play - In-Person, November 14 at 1:30 p.m.**

**Emotional Intelligence - In-Person, November 20 at 9 a.m.**

**Measuring Team Performance - Live Webinar, November 20 at 2:30 p.m.**

**Student Hiring and Onboarding - Live Webinar, November 21 at 11:30 a.m.**

**Balance of Care and Accountability - Live Webinar, November 25 at 11 a.m.**



**OFFICE OF CIVIL RIGHTS & TITLE IX**

### Mandatory Leadership Training

"The University of South Carolina is committed to providing an environment free from discrimination, harassment, sexual misconduct, and related retaliation.

This commitment helps the university serve its primary mission and comply with requirements set forth by civil rights laws.

Our goal is to also educate USC employees on those requirements to make USC a campus where everyone can feel safer and thrive.

Due to their elevated roles at the university, all supervisors, human resources professionals and HR contacts must complete the training **no later than November 22.**"

You can register for a training by visiting the Office of [Civil Rights & Title IX training calendar](#).

#### 📖 What we're reading:

- [A Manager's Guide to Post Traumatic Stress in the Workplace](#), article by Adrienne Moberg
- [The Empathetic Workplace: 5 Steps to a Compassionate, Calm, and Confident Response to Trauma On the Job](#), book by Katherine Manning

🎧 **What we're listening to:** Pain Points Podcast by Mind Tools, [How Do You Deal With a Team Member's Trauma?](#)

📺 **What we're watching:** Everyday Leadership TED Talk by Drew Dudley

Watch TED Talk (6 min)

## Wellness



### Don't Undermine Your Assertiveness

"Many who want to be more assertive often undermine their attempts at assertiveness. As a result, they later feel confused about why their needs or concerns weren't being taken seriously. When assertiveness is mixed with uncertainty and fear of the consequences of being too direct, you lose the effectiveness of your message and hinder your goal in communication. Do you recognize any of these assertiveness "missteps"?"

- 1) Hesitancy and unsureness:** "If it's okay, and you have time—it doesn't have to be today, but can we discuss my performance review?" *Better:* "I would like to discuss my performance review. What is a good time for you to meet?"
- 2) Framing a question instead of a statement:** "May I offer another idea for everyone to consider?" *Better:* "I believe we should consider an alternative approach for this project."
- 3) People pleasing or conflict avoidance:** "I have a few observations to share about your report's conclusions." *Better:* "I noticed inaccuracies in your report; let's review them together to ensure accuracy."

A person may perceive the initial statements above as assertive. However, in each case, the level of assertiveness is diminished. This can trigger ineffective communication, confusion, delays in problem resolution, and a greater risk of weakening, not enhancing your workplace relationships."

**Go deeper:** Check out the [October MYgroup EAP Employee Newsletter](#) for more advice and tips.

🌟 **Feel Good Read:** [Don't Forget to Take Your "Culture Vitamins"](#), article by Julia Hotz ("In Denmark, prescriptions for group-based experiences, like concerts or library read-alouds, are helping people reconnect with themselves.")

## (Even) More Resources

[Organizational and Professional Development](#)

[Center for Teaching Excellence](#)

[Office of Access and Opportunity](#)

[Office of Civil Rights & Title IX](#)

[University Libraries](#)

[Continuing Education and Conferences](#)

[Office of Organizational Excellence](#)

[Diversity Toolkit for Search Committees](#)

[Interfaith Calendar](#)

[Law Enforcement and Safety](#)

[Faculty Ombuds & Staff Ombuds](#)

[Campus Recreation](#)

[Environmental Health and Safety](#)

[Talent Management](#)

[HR Toolbox](#)

[Brand Toolbox](#)

We've got more exciting things to share. Stay tuned.

🔔 **Don't forget, October is open enrollment!** Be sure to remind your co-workers to make any changes to their insurance coverage before the end of the month.

🗳️ Elections can be a tense time, impacting team dynamics and morale; maintaining a healthy work environment during and immediately after the election is crucial for fostering psychological safety for everyone. With diverse viewpoints, ensuring an inclusive atmosphere where everyone feels respected is key—regularly check in to gauge team sentiment and address any issues proactively. Let's champion a campus culture where everyone is valued and respected.

Lead with empathy, grace, and keep the lines of communication open.

### Feedback

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