

### **Family and Personal Support**

Family and Personal Support Behaviors are the things you do for employees that help them meet their family and personal demands and that enable them to have a fulfilling life both at work and outside of work.

**Creative Management:** Organizing work so that employees can meet BOTH family and work demands.

Example: Implementing cross training in a work group to enable more employee schedule flexibility to meet demands both on and off the job

**Emotional Support:** What you do to let employees know that you understand their family and personal demands and that they feel listened to.

Example: Expressing empathy, understanding, or offering help when an employee shares a family or personal challenge

**Daily Job and Personal Problem Solving:** When you help employees make practical arrangements to meet their family and personal demands, both ongoing and unexpected or emergency events.

Example: Adjusting or facilitating work assignments to support employees' family or personal needs

**Role Modeling:** What you do that shows employees that you care about family and personal priorities, and that you make efforts to arrange your own work/life so you can meet family and personal priorities.

Example: Sharing a family or personal priority of your own with an employee

### **Performance Support**

Performance Support Behaviors are the things you do that help employees accomplish their work results and have a fulfilling work life.

**Feedback and Coaching:** What you do to make sure employees know HOW to produce work results, that they have the knowledge, skills, and abilities to do what is expected of them.

Example: Encouraging employees to maintain a positive attitude and offering praise for a job well done.

**Providing Resources:** What you do to make sure people have the equipment or materials they need to produce work results, and that obstacles to their productivity are removed.

Example: Asking an employee about the adequacy of their equipment, tools, or resources and providing help when needed.

**Measurement and Direction:** What you do that lets employees know WHAT is expected of them, such as setting goals and measuring results.

Example: Collecting or recording data on individual or group performance.

**Support for Change:** What you do to show you are committed to employee health and well-being and the success of the STAR process.

Example: Expressing support for the STAR process, or discussing challenges that arise while people make changes.