

## Improving performance

Ian has been with your company for several years and has worked his way up to a senior position. He is a quiet and introverted member of staff but his knowledge and expertise are highly valued within your organisation. He is someone who is respected and liked by colleagues and is willing to provide support and encouragement to junior employees.

You have recently promoted him to a more managerial role and put him in charge of a small team. This team is known to have some strong characters but you feel that with Ian's experience and popularity he will have a positive influence on them.

Ian had been in this post for a few months now and it is obvious that he is struggling to adapt to a managerial role and tell people what he wants them to do. As a conscientious employer you have sent him on an assertiveness course in the hope of helping him. He didn't respond well to the course and it doesn't appear to have helped him in his role.

You have no doubt that Ian is capable of carrying out his duties and making a positive contribution to this team but are at a loss at what to do next. Ian is currently considering resigning from his post.

### How could our wellbeing service support Ian and your business?

Our **guided self-help service** will help Ian to explore any issues that may be preventing him from being assertive. He is able to do this in a safe and confidential environment that is away from the workplace. Our wellbeing consultant will work with him to identify barriers for assertiveness such as low self-confidence or fear of negative feedback.

### A personalised approach

Our materials are tailored to the needs of each client providing them with a support package that is relevant and personalised to their specific situation.

By providing this package you are acknowledging your commitment to employee wellbeing and demonstrating that you value each individual employee and respond to their specific needs.