

As a leader, your attitudes, beliefs and behaviors go a long way toward setting the tone in your work environment. For employees to feel energized and motivated to do their best, they look to you to set expectations as well as examples for their own way of contributing to a positive workplace culture.

How you communicate and manage your personal interactions directly impacts employee morale, performance and the successful resolution of employee conflict.

Want to learn more about how you can positively impact your work culture? The USPS EAP offers coaching for managers and supervisors. Scheduling an appointment for more information is only a phone call away:

800-EAP-4YOU (800-327-4968) | TTY: 877-492-7341

## **GREAT LEADERS:**

- Model patience
- Arrive on time
- Are open to questions & feedback
- Acknowledge others publicly for their good work
- Use "please" & "thank you" often
- Admit when they don't know something and follow up
- Seek to find something likable in everyone around them
- Are committed to and passionate about what they do
- Take accountability and hold others accountable
- Make good decisions
- Are good communicators

