

Employee Assistance Program (EAP)



Employee Assistance Program Services to Supervisors/Managers

EAP Helps You Manage – Productivity, People and Performance

Management Formal Referrals to the Employee Assistance Program

It's hard to be a manager. It's particularly hard to manage someone who is struggling personally or professionally with an issue. Sometimes personal issues affect work life, and sometimes work issues affect personal lives. But when it starts to affect work performance, it's time for managers to step in. Taking this step is never easy, but we will assist you by providing clear direction and caring support. By using the EAP, an employee can resolve his or her personal issues and get back to being valuable and productive contributors.

Critical Incident Stress Management

No one likes to think about it, but traumatic events happen in the workplace or affect people in the workplace. Whether it's a death of a co-worker, a serious accident or injury, a suicide or workplace violence, when employees are affected by a traumatic event, the effects to the company and employees can have a lasting impact. Your EAP program can help. We not only offer consultation and planning on how to respond to these events, we also have trained counselors who can provide on-site **Critical Incident Response** shortly after an event has occurred.

Consultation

We all wish everyone was productive and did their jobs with smiles on their faces. Unfortunately, sometimes conflicts within groups arise. Your EAP can help. Supervisors, managers and HR staff can speak with an EAP consultant regarding interpersonal or group conflict, team issues, performance problems, intimidation, anger or harassment issues, behavioral or productivity issues, an employee's personal concerns or impeding changes in the workplace. Consultations can be done over the phone or at the work site.

Corporate Education/Training

Being prepared means a better, faster response. EAP Corporate Education/Training provides training on topics relevant to maintaining a healthy workplace. We also provide "policy-based" training that can be customized to fit the policies of your company. These include harassment, substance abuse (DOT and Non-DOT versions) and workplace violence. For a complete listing, contact your EAP consultant or a member of our Sales Team.

Continued On Reverse

Call for free and confidential assistance: 920.749.2390 or 800.236.3666

ThedaCare at Work reduces healthcare costs by improving employee health.

EAP Program Awareness

Employees can't take advantage of the EAP services unless they know about them. We have a wide variety of awareness materials to increase visibility of your program, including, brochures, wallet cards, posters, and more. We also provide orientations to employees about our services as well as supervisor training to assist managers in using the plan.

Mediation

Conflict, left unchecked, limits productivity and leads to additional issues, including lowered morale among those not even involved in the conflict. The EAP offers mediation for employees and/or supervisors engaged in conflict. A neutral, third party assists the employees in resolving their differences. This employee-empowering benefit encourages the employees to resolve issues among themselves, thus eliminating the need for managers to dictate corrective action. And as always, the meetings are strictly confidential.

Back-To-Work Meetings

Employees returning to work after a serious illness or leave of absence can get help with the reintegration process. Back-To-Work meetings can assist in exploring transitional concerns, job expectations, and defining reasonable accommodations (if applicable). These meetings also help supervisors identify their roles, and prepare the individual and work group before the employee returns to work.

Termination Meetings

Terminating someone's employment is never easy. Having a counselor available for the employee immediately after the termination can help the employee deal with those initial feelings – whatever they may be – of being let go. In addition, the employee will know a resource person for further sessions, if he or she needs help transitioning out of the company.

TYPES OF EAP REFERRALS

Self Referral

This is the most common among referrals. Many employees recognize they need help and come in on their own. They may or may not tell you they have sought assistance, and your involvement is not required.

Informal Referral

As a manager, you may become aware an employee is having a problem, either personally or professionally. It may appear in his or her work performance or he or she may even tell you. Encouraging them to seek EAP services is a proactive approach that can prevent further work performance decline. When informally referring an employee, you will not know if they have gone unless he or she tells you.

Formal Referral

This is a formal documented action that involves you, the employee, your EAP consultant and the counselor. This action is an attempt to help an employee resolve personal issues that may be affecting job performance. This action is usually the initial component of an employee's disciplinary process, or it may be a part of a last chance agreement. Counseling sessions are confidential, but with a signed release, we will inform you of the employee's attendance. To formally refer an employee, you must contact your EAP consultant to begin the process.

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