

While the EAP is there to help employees with personal issues that may affect work performance, it is also a partner to the organization and to you as a manager dealing with work performance issues such as attendance, attitude, workplace incidents, substance abuse or general productivity.

Following are a few of the ways that the EAP can help:

EAP Referrals

You may have an employee who has been provided with adequate training, equipment, direction and support, but continues to show job performance difficulty. In this case you may want to offer him/her an opportunity to address personal issues that may be having an impact on their work, by initiating a Suggested or Mandated EAP Referral. If you think this may be appropriate, discuss options with your HR representative.

Manager Consultation

Did you know that you have a team of account managers with many years of collective experience available for consultations regarding situations that may arise in the workplace? Do you have two employees who are not getting along? Are you noticing behaviors that concern you but are not sure how to address? Contact your EAP to speak with an account manager who can offer perspective and suggestions for possible solutions.

Manager Resources

- A section on the LifeCycle Connect website is dedicated to resources relevant to managers, such as conflict management, coaching and performance appraisal, and emotional intelligence in the workplace.
- A link to the Manager Exchange Blog, which addresses issues of relevance for managers and supervisors, can also be accessed through the website. There you will find a wide array of topics related to EAP, organizational crisis response, organizational development, and workplace violence prevention.

On-site Services

When something happens that affects a group of employees, such as the sudden death of a coworker, a natural disaster, or a tragedy in the community, did you know that you can arrange to have a counselor on-site to support employees?

A specially-trained counselor will educate employees on what they can expect and how to follow up with the EAP for further support. Your HR representative can advise you on how to set up on-site services.

Topical Flyers and Training

- If you are dealing with a specific issue there may be a topical flyer available, e.g. Suicide of a Coworker, Communicating News of Job Loss, etc. Contact the EAP and ask for an account manager.
- If you have specific training needs related to issues such as personal resilience, stress management, mindfulness in the workplace, etc., your HR representative will be able to assist in arranging for a webinar or on-site presentation. There are also a variety of legal and financial topics available.
- Your EAP also offers monthly webinars on relevant topics. Encourage employees to explore these offerings and register at your organization's EAP LifeCycle Connect website. Replays of past webinars are available for anyone to access.

