

EMPLOYEE ASSISTANCE PROGRAM

Your resource for help with daily challenges and difficult situations.

WORKPLACE SUPPORT SERVICES

Creating the most productive, effective and safe work environment is a common goal for managers and supervisors. Managing people can be a rewarding and at times an overwhelming task. Events outside the workplace, such as problems in a marriage, family issues, or other challenges at home can become a distraction for your employees and may impact their overall performance. In addition, certain events in the workplace could have a significant impact on a team, such as the death of an employee, a tragic situation, or an organizational restructure.

EAP provides specialized Workplace Support consultants to help managers and supervisors to effectively assess challenging situations and determine the appropriate level of intervention based on departmental policies. Managers can call Workplace Support Services for a confidential management consultation on how to approach team dynamics or individual concerns including:

- Providing guidance on how to communicate a performance issue to a staff member.
- Explaining how to offer help in the most productive manner.
- Offering suggestions on how to approach a referral and identify important actions to document.
- Discussing options for dealing with a difficult situation.

A formal supervisor referral is a management tool that may be used to improve a staff member's work performance and resolve work-related issues. It may help the individual to address personal issues that may be contributing to the decline in work performance. An individual's participation in the formal supervisor referral process is voluntary. It is not intended as a disciplinary measure.



Support when and wherever you need it

You can contact workplace support consultants any time, day or night, by telephone.

