

Employee Assistance Program *Manager Fact Sheet*

A Guide to Organizational Services



Through the Employee Assistance Program (EAP), managers and human resource professionals have access to **unlimited, telephonic leadership consultation services**. By calling the toll-free number, you can connect directly with a member of the EAP's Organizational Services Team, composed of seasoned clinicians who are highly knowledgeable in organizational and personnel issues.

Leadership can receive expert advice and guidance regarding issues such as:

- **Strategies for managing mental health issues at work**
- **Enhancing team dynamics**
- **Fostering employee morale and engagement**
- **Maintaining a positive, productive work environment**
- **Addressing challenging personalities**
- **Handling suspected substance abuse**
- **Documentation of employee work performance issues**
- **Addressing problematic behavior and performance (tardiness, relationships, missed deadlines, absenteeism, low morale, complaints, etc.)**
- **When and how to personally refer an employee to the EAP**
- **How to talk with an employee about work performance**
- **Recovering after a critical event**
- **Planning for downsizing**
- **Addressing concerns regarding threats of violence/volatile behavior**

Based on a comprehensive assessment, the EAP will work with you to develop a customized plan and coach you through the steps of the plan. A member of the Organizational Services Team will be your point person throughout the entire process and will follow up with you to check on the progress of the plan, as well as offer suggestions for further steps to achieve the best outcome.

Members of the EAP Organizational Services Team are licensed counselors, with an average of over 20 years of clinical experience and over a decade of organizational consultation experience. They are adept at offering solutions to even the most complex of workplace situations and are here to support you in your role.

To learn more or to speak with a member of the Organizational Services Team, please call the EAP at the number listed below.

24/7/365 PHONE:
1.833.539.7285

WEBSITE:
SOWI.MyLifeExpert.com

CODE:
SOWI

