

EAP Orientation for Managers and Human Resources

Employee Personal Problems in the Workplace:

How the EAP Can Help

2014-2015

Comprehensive **EAP**

Overview

- How the EAP Can Help
- The Troubled Employee
- When Should You Refer
- Responsibilities of the Supervisor
- Supervisory Do's & Don'ts
- Who Do You Call?

What the EAP Does

- Provide assessment and counseling services to employees who are having personal problems
- Consult with managers who are concerned that an employee's work performance is being impacted by personal issues

Why Supervisors Might Refer to the EAP

Personal Problems:

- Family/Marriage
- Stress
- Depression & Anxiety
- Financial Concerns
- Alcohol/Substance Abuse

Performance Problems

- Absenteeism
- Difficulty concentrating
- Erratic work pattern
- Poor relationships with co-workers
- Emotional volatility

Supervisor Referral: No Performance Issue

When an employee is giving indications of personal problems but their performance has not suffered:

- Remind the employee that the EAP is available as an optional benefit
- Remind the employee that the EAP is confidential
- Provide the employee with the EAP contact information

Supervisor Referral: Performance Issue

When an employee is giving indications of a personal problem and there is a performance issue:

- Call the EAP management consultant to develop plan to refer
- Meet with employee to present plan (tell the employee you have discussed with the EAP) and review performance issues

Supervisor Referral: Performance Issue (Cont'd)

- Refer employee with the understanding that employee's performance must improve
- Tell employee that the EAP will only provide feedback on participation with consent

Supervisory “Do’s”

- Focus on job performance
- Emphasize EAP availability and confidentiality
- Know your employees skills, abilities and baseline
- Keep regular, objective written records

Supervisory “Don’ts”

- Don’t try to diagnose
- Don’t moralize. Restrict comments to performance, attitude and attendance
- Don’t discuss the employee’s personal problem with anyone except designated personnel
- Don’t let the problem slide until it becomes a major situation

Who Do You Call?

Management Consultants:

Bob Kagey, Ph.D., CEAP
800-344-1011 x222

Mark Sagor, M.A., CEAP
800-344-1011 x224

Joshua Sagor, M.A., LMHC
800-344-1011 x305

Comprehensive EAP

Supervisor Manual

For additional information regarding referrals to the EAP, please refer to the [EAP Supervisor's Manual](#)