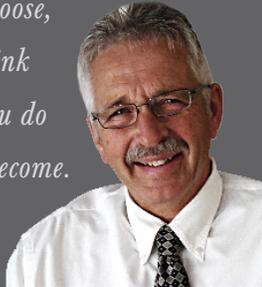


# CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

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*What you choose,  
what you think  
and what you do  
is who you become.*  
(Unknown)



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## **BUZZWORD:** **Conflict management**

Some people create drama and conflict at every turn, including the workplace. When addressing problem performance with a high conflict individual, keep the following two points in mind.

1. Focus on what you know (**Behaviors** and **Impact**)
2. Do NOT focus on what you do NOT know (why they act the way they do). A leader's role is to address counter-productive behavior and its impact, not why a person acts the way that they do.



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## **NOTHING IN LIFE IS FREE — NOT EVEN AN EAP**

To get a good return on investment, employers must be actively involved in an employee assistance program. Following are some thoughts about the 'free' EAP shared recently at the Health & Benefits conference in Altoona, IA. While "free" is attractive - the "free EAP" is costly for employers & employees. So what generated this phenomenon?

- The typical 'free' service is a telephonic 'assess and refer' model included in a Disability Plan. The point? Reduce disability costs. Good idea? Maybe but an idea with a very narrow focus.
- Most 'free' EAPs direct the client to a long term medical treatment provider following a single phone call, triggering a claim to the health plan.
- The outcome of the "free" EAP? Employers with disability focused 'free' EAPs in place had lower claims or claims prevented resulting in higher profits for the disability insurance carrier.

For the employer/employee we get:

- A disembodied voice vs. the 'warm' referral. This fails the 'leverage & influence' test optimizing compliance with treatment or rehabilitation following EAP assessment.
- Any possible "warm" (in-person) assessment is further resisted as the health plan will involve mounting out-of-pocket copays & increasing deductibles.
- Delayed solutions trigger increased stress, medical & productivity risks.
- Utilization rates for free EAPs are typically an annual 1% of employees, while proactive EAPs average 6.9 %.\*

Even though EAPs are designed as a confidential service for employees, effectiveness means that a company's human resources department and leadership teams will be proactively engaged with the EAP. Employee self-disclosure and/or displays of counter-productive behavior are critical cues for early intervention. A comprehensive EAP works closely with leadership. Early intervention & referral before problems escalate prevent costly absenteeism, productivity losses and safety risks. (Note EAP Core Technology Summary elsewhere in this issue)

\*June 13, 2016 Sarah Sipek is an associate editor at Human Capital Media. She covers health care, benefits and workplace wellness. <http://www.workforce.com/2016/06/13/nothing-in-life-is-free-not-even-an-eap/>



**Connections Inc. Employee Assistance Program's** mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

Connections Inc. Employee Assistance Program mission statement since 1988

# NEWS & NOTES

## EMPLOYEE ASSISTANCE CORE TECHNOLOGY SUMMARY outlines what the optimum EAP should do for the employer:

- 1. Consultation and training for workplace leaders**
2. Active promotion of EA services to employees & the workplace
3. Confidential problem assessment and solution planning
- 4. Assistance with employee intervention**
5. Treatment referrals and case management
- 6. Consultation re: Employee benefits & service provider links**
- 7. Provide behavioral health expertise and consultation**
8. Outcome and effectiveness reporting

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## Maynard's Corner

Rising health care and insurance costs has caused much study on effective use of wellness programs. Studies pinpoint the issues and the wellness program targets the most positive results. And it works!

Connections Inc. provides "Impact Reports" that point out your employee issues. We can help an employer focus effort on the biggest drains on employee productivity. And it works!



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Connections Inc. EAP would be happy to discuss your "Impact Report" and start the path to improvement. We provide the tools. And it works!

Connections Inc. EAP. Here for you!

### NEXT ISSUE:

Cannabis update - easy access to Marijuana and new data rolling in – an update on the research!

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