

CONNECTIONS^{INC}

Employee Assistance Program | Employee & Family Solutions

LEADERSHIP AND THE EAP

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925 Westview Drive, Rock Valley, IA 51247 (712)-476-2889 or 1-800-779-6125

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Problem Solving Tools

Our organization has done a good job communicating to employees that the EAP is strictly confidential. Beyond confidentiality concerns, what other issues can interfere with EAP utilization?

A misperception that can affect use of the program is when employees believe that the EAP is punitive. Such a perception is easier to acquire than one might expect. Although there is an appropriate time and place to pair formal EAP referrals with corrective action, this must be done with great discretion and always in collaboration with human resource and/or upper management staff. The formal referral **should never be the only time** a supervisor recommends EAP resources. Supervisors can avoid casting the EAP in a negative light by observing four classic guidelines: 1) always refer to the EAP as an opportunity to enhance career success. Never make a supervisor referral a "trump

card" during an argument with the employee as a means to gain control; 2) Point out that using EAP is a choice for managing distracting personal issues and can be a valuable resource to build cooperative skills; 3) Make proactive informal suggestions referring employees to the EAP. Waiting to mention EAP only when behavior or performance problems become so severe that a disciplinary response seems imminent is damaging; 4) Corrective action is leverage for change, EAP usage is accessing



problem solving tools. Never use a referral as a threat if performance problems are not corrected.

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. **Please check your wallet cards or contact your HR department for your username and password.**

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Resources. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

Leadership Orientation Schedule

Session B

Wednesday, June 15, 2016

Sheldon, IA

8:00am – 12:00pm

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) to register and for more details.
Connections Website: www.connectionseap.com

Information provided in LEADERSHIP and the EAP is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor.
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