



PROACTIVE REFERRALS AT THEIR BEST

My employee is an excellent performer, but I strongly encouraged her to call the EAP when she began to talk about her husband's personal problems. The employee said she would definitely go. Is this a supervisor referral or a self-referral?

The EAP will consider this a self-referral, particularly if the employee doesn't mention your role in her decision to contact the program. Obviously, no job performance problems exist, so follow-up by you or communication with the EAP is not indicated. You of course played a role in motivating the employee to contact the EAP,

but a supervisor referral almost always entails more including documentation. EAP theory bases supervisor referrals on job performance problems or employee self-report of extreme situations such as potential danger to self or others. Counter-productive work behavior, performance problems and concerning self-reports always should be documented. The write-up lends itself well to a formal written referral to the EAP and at times, when appropriate, corrective action.

However, nothing prevents the supervisor from urging an employee to contact the EAP when he or she volunteers

information about personal problems. This 'informal' referral should be usual and common for supervisors and managers. The early proactive referral is **behavior risk management** at its best. If the referral is made early on, you may well play an important role in assisting the employee to resolve personal issues preventing future attendance or job performance problems which may result if the personal distractions are not resolved. It is advisable to consult with trusted HR staff, or management or your EAP should you desire ideas about responding to your employee's situation.

Leadership Orientation Session B

Watch for Up Coming Classes

CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) for more information or register online at:

www.connectionseap.com

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.)

Information provided in this newsletter 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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