



## DIAGNOSING THE PROBLEM, IS THERE A RISK?

**I referred an employee to the EAP because she looked and was acting depressed. I said so, and she readily went. I know I am not supposed to diagnose employees, but she is doing very well now. Does this indicate that my approach was a good one?**

Behavior that you witnessed led you to conclude your employee was depressed. Supervisor referrals are based upon behaviors that can be articulated in spoken viewpoints, quality of work, attendance problems, availability, conduct, and the like. You could have referred your employee to the EAP referencing only feedback

about the behavior and speech you have perceived. It is wise to avoid 'diagnostic' words such as 'depression.'

Using diagnostic terminology to summarize the nature of the personal problem often delays referrals because employees may resist and argue about the supervisor's conclusion. Although your conclusion appears accurate, your employee's problem may not have been caused by depression. In fact, the EAP might have successfully referred her to a source of help having nothing to do with depression. Your employee's improved situation does not diminish the risks associated with

the approach you used. These include complaints against the supervisor for such an approach to invoking provisions under the Americans With Disabilities Act that may not otherwise apply.



### Leadership Orientation Session B

Thurs. Nov. 16, 2017  
8:30am - 11:30am  
Algona, IA

#### 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](http://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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