



## SUPERVISOR REFERRALS VS SELF-REFERRALS

**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 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 an important pivotal role in motivating the employee to contact the EAP!

By contrast a formal supervisor referral always entails more detail. This includes documentation of repeated self-disclosures where the employee rehashes personal stressors or extreme depictions that reveal possible danger to self or others. Of course formal supervisor referrals are also expected when counter-productive behavior including job performance problems surface. Documented counter-productive work behavior, performance problems and/or concerning self-reports are

important for formal written referrals to the EAP. When appropriate, the formal referral can be integrated with corrective action.

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 protocol for supervisors and managers. The early proactive referral is behavior risk management at its best. It is advisable to consult with trusted HR staff, management staff and your EAP in the process of responding to your employee's situation.

### Virtual Leadership Development Seminars

- November 17
- December 1 & 8

### Virtual Leadership Orientation Seminars

- November 13
- December 11

### 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: [www.connectionseap.com](http://www.connectionseap.com)

### ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab to access webinars, continue to scroll down on the Work/Life Services opening page. (All webinars are archived for later viewing.)

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