



FACILITATING A REFERRAL TO THE EAP

The EAP has been a wonderful service for our organization. Many employees have been helped, and it is a great resource for our supervisors. I've noticed not all supervisors use the EAP equally even though most of our leadership team has received EAP referral training. Why might some leadership team members be resistant?

Although EAP helps both employees and supervisors and protects the organization by reducing behavioral risk, some supervisors may be reluctant to suggest EAP. Maybe...

- there is a feeling that the EAP takes away something that has given their job meaning. Counseling or at least advising employees about personal problems produces personal satisfaction at some level.
- supervisors may possess a style that includes being a confidant, a friend, and a wise advice giver, and a referral may threaten the supervisor's personal sense of worth or value.
- empathetic leaders may be honestly interested in the human experience. While this is positive, their identity may be too closely connected to how others look up to them.
- the desire to play a larger role in

employees' lives can conflict with the role of supervisor.

Facilitating a referral to the EAP for troubled workers with severe problems may be critical for seriously troubled employees. Leadership staff has an obligation to be internally honest about personal needs or satisfactions that tempt them to delay the EAP referral when a real danger of harm exists.

This information is not a substitute for the advice of a qualified professional. Contact your EAP for access to professional and certified assistance.

Leadership Orientation Training - Session B
Watch for Up-Coming Classes

CONTACT US TODAY:

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

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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