



HANDLING COWORKER CONFLICTS

As a department manager, employees sometimes come to me with complaints about their co-workers and even other leadership staff. I listen, but can I refer these employees to the EAP?

Employee Assistance Program (EAP):

Support you can trust, anytime you need it



Leadership Orientation Training - Session B

Tues. Dec. 09, 2025
1:00pm – 3:30pm Virtual
Pre-register by: Nov. 20

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

Compliments to you for listening and yes, an EAP referral may be appropriate. However, be discrete, keep observing & remember, troubled employees engage management for a variety of reasons.

Coworker conflicts or perceived injustices are common incentives to engage leadership. Problems are real, causation is puzzling, and reflection questions can provide some direction:

1. Is there an immediate answer? Or is a researched, thought-out response most helpful?
2. Am I being recruited as a mercenary? If so, in what 'war'?

3. What intervention enhances teamwork? Raises productivity? Is respectful of individual needs?
4. Will EAP guidance best enhance this individual's responsibility to resolve relationship problems at work?

EAP counseling resources will often help employees balance acquiring details with the coaching to move forward. Sometimes peer guidance may flow through teams at work. Remember leadership staff can also use EAP sessions to determine how to best offer peer guidance at work. To contact your EAP call 1-800-779-6125.

Written by: Andy Visser

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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