



IS THE EAP CONFIDENTIAL?

I have an employee who tells me he is reluctant to use external resources, such as the EAP, due to confidentiality concerns and the fear of judgment by others. What can I do or say to encourage him?



EAPs attract employees struggling with personal problems because they are perceived as professional, convenient, at no cost, confidential, and nonjudgmental. These key personal ‘safety’ elements must be clear and promoted among supervisors and the organization. Top management, in particular, must emphasize the professionalism and confidentiality that the EAP offers to all employees.

Promoting an EAP is much like marketing any other product—it requires consistent, meaningful communication that builds trust and highlights the program’s value. The issue that creates the most concern is whether the EAP is confidential, and the frequent marketing of this aspect of the program is what drives EAP utilization and prevents the erosion of perceived confidentiality that can occur naturally.

Leadership Orientation Training - Session B Virtual

Mon. April 6, 2026
1:00pm - 3:30pm

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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