



CRISIS: MAXIMIZING EAP RESOURCES

How can a supervisor effectively deal with traumatic events experienced by individual employees as well as traumatic events that may impact many or all members of a work team? Should I call the EAP immediately or wait until I have spoken with our internal managers and HR staff?

EAPs are available to help organizations communicate with workers and address the emotional impact of traumatic events. It is usually wise to run your ideas and needs past workplace leadership and HR staff. View the EAP as a healing tool when a serious accident, an assault, a robbery, the death of a coworker, or exposure to such events and the resulting trauma affects your workplace. Keep in mind that even employees who were not directly involved may experience anxiety, irritability, sleep problems, and changes in work performance. Early EAP

involvement helps employees normalize reactions and reduce long-term negative impact.

Also, it is very wise for leadership teams to proactively consult with the EAP about their role and their work unit's needs in advance of an incident. Critical incident policies and procedures, as well as some basic trauma response skills, should be familiar to leaders and HR departments. This will prepare leadership staff to step in to manage situations appropriately and bridge the response until EAP assistance can be arranged.

Written by: Andy Visser

Leadership Orientation Training - Session B Virtual

Wed. July 29, 2026
9:00am – 11:30am

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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