



EAP SUCCESS VERSUS WORKPLACE GOSSIP

I made an EAP referral and the employee went. Now she's back and performing better — but I heard she's telling coworkers the EAP “fixed” her supervisor's unfair criticism of her and that the EAP said I, as supervisor, was the one with the issues, not her. How do I handle this narrative?



If the employees' performance and interactions with the team have improved, despite the criticism you overheard, the EAP appears to have been effective. The secondhand comments you heard are not necessarily cause for concern and may not accurately reflect what was actually said. In most cases, it is best not to engage with workplace gossip. You also don't need to respond to or try to correct the employee's version of events with coworkers, as doing so could create more conflict, lead to inappropriate disclosures, and further disrupt the workplace.

Your documentation of the original performance concerns remains the most important record. If the employee shares her perspective with peers, avoid getting drawn into those conversations. Instead, keep your attention on the working relationship moving forward and reinforce her progress by acknowledging specific improvements you have observed.

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.)

Information provided in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor. Copyright 1998, FHG.

Leadership Orientation Training - Session B Virtual

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