

The Employee Assistance Program (EAP) is a free, confidential service that provides counseling and work life assistance to employees and their family members. Additionally, the EAP can be a valuable resource to you as a manager or supervisor. Managing people and “people problems” can be the most stressful and challenging aspect of a manager’s job. In addition to consulting with HR, speaking with an EAP counselor provides an objective viewpoint and guidance in many difficult situations. The following are some examples of ways the EAP can help you in your management role.

Refer Employees with Personal Problems

Distressing personal situations such as marital issues, parenting dilemmas, domestic violence, substance abuse, and an array of other issues, can impact employees at work. An EAP counselor can help you help your employee while maintaining the important boundary between work and personal issues. You can call us first to discuss or just refer the employee to the EAP. Be sure to emphasize the confidentiality of the service.

Manage Difficult Employees

An EAP counselor can explore with you ways to give feedback around performance, establish expectations, and navigate other difficult conversations. In conjunction with Human Resources, an employee referral to the EAP can sometimes be part of the performance improvement plan.

Manage Team Conflict

Tensions can arise within any group of people. Sometimes personalities can get in the way of getting the work done. Conflicts may reflect serious underlying problems such as bullying or sexual harassment which need the attention of your HR representative. Your EAP counselor can help you evaluate the conflict in your employee group and plan how to address it.

Respond to Critical Incidents

When there are events in the workplace which cause employees distress such as the death of a co-worker, downsizing, or changes in the organization, the EAP can help you effectively manage these events and determine the appropriate response. These events, along with acts of terrorism or natural disasters, may warrant having an EAP counselor on site.

Other Examples of Ways the EAP Can Help Managers

- Return to work issues
- Substance abuse at work
- Threat of violence
- Employee terminations
- Suicidal employees
- Sensitive subjects (hygiene)

Additional Resources

- Visit www.kgreer.com and click “Member Login.”
- Manager EAP Orientation – 20-minute video which features an introduction to the EAP, how to identify an employee in potential crisis, and effective ways to refer an employee to the EAP
- “Tools for Managers” – Articles, internet resources, quizzes and assessments, and more, to help develop and enhance management skills



Contact the EAP for a manager consultation
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or www.harvardeap.kgreer.com