



## A Valuable Tool for Managers

KGA provides confidential coaching and consultations to managers and supervisors. Senior counselors are available to respond to a wide range of employee-related issues you may face as a manager. Every day we consult with managers to help them support employees with emotional/mental health concerns and personal issues, or address employee conflict and performance issues.

### Make Effective Referrals

The challenge can be getting an employee to seek help. Distressing personal situations often impact employees at work. A KGA counselor can help you make effective referrals into KGA. The goal is to help employees feel supported while maintaining professional boundaries. Managers use KGA for assistance in addressing employee:

- Emotional & mental health issues: depression, anxiety, stress, substance misuse, grief, etc.
- Personal issues: parenting, child/elder care, marital, domestic violence, financial/legal, etc.
- Return to work needs following a leave.
- General wellbeing concerns.

### Manage Team Conflict

Tensions can arise within any group. KGA can work with you confidentially to assess what you are observing and identify the choices you can make to constructively address conflict. A senior counselor can bring outside perspective and work with you to chart an effective path forward. KGA can also help you understand when it's important to involve HR professionals.

### Respond to Critical Incidents

Events such as the death of a co-worker, workplace violence, or traumatic news in the media can be distressing and disruptive in the workplace. Working in partnership with your HR team, KGA can help plan an appropriate response to such events. Depending on the circumstances, a KGA counselor may be available for onsite (or virtual) support of impacted employees.



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