



## A Valuable Tool for Managers

KGA provides your Employee Assistance Program, a free, confidential service offering counseling and work-life assistance to employees and family members. **KGA is also a valuable partner and resource to managers and supervisors.** By contacting KGA you have access to experienced counselors for confidential consultations around navigating and responding to a range of employee challenges.

### Refer Employees with Personal Problems

Distressing personal situations such as marital issues, parenting dilemmas, domestic violence, substance misuse, and financial/legal concerns, can impact employees at work. A KGA counselor can help you support your employee while maintaining the important boundary between work and their personal lives. Often managers reach to KGA for assistance in making an effective employee referral into KGA's services.

### Manage Difficult Employees

A KGA counselor can help you to explore ways to give feedback around performance, establish expectations, and navigate other difficult conversations. In conjunction with Human Resources, an employee referral to KGA can 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. A KGA counselor can help you evaluate the conflict within a group and identify actions to address the situation.

### Respond to Critical Incidents

Events which cause employees distress such as the death of a co-worker, downsizing, or traumatic events witness in the media, can be very disruptive in the workplace. KGA can help you plan an appropriate response to such to such events. Depending on the circumstances, some events warrant having an KGA counselor available onsite or virtually to support impacted employees.

### OTHER EXAMPLES OF HOW KGA CAN HELP MANAGERS

- Return to work issues
- Substance misuse at work
- Threat of violence
- Employee terminations
- Suicidal employees
- General concern for an employee's wellbeing

### RESOURCES - MY.KGALIFESERVICES.COM:

- Login with your company code.
- Manager Orientation — 2-minute video outlining KGA's support for managers
- "Tools for Managers" — Articles, internet resources, quizzes and assessments, and more, to help develop and enhance management skills
- On-line training center featuring 15 programs for managers and supervisors



**For support contact KGA at:**

**[harvardeap.kgreer.com](http://harvardeap.kgreer.com)**

**877-EAP-HARV (327-4278)**

**Email: [info@kgreer.com](mailto:info@kgreer.com)**



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