

Employee Assistance Program *Tip Sheet*

A Guide to Management Consultation Services

Through the Employee Assistance Program (EAP), managers and human resource professionals have access to **unlimited telephonic leadership consultation services**. By calling the toll-free number, you can connect directly with a member of the EAP's Management Services Team, composed of seasoned clinician, highly knowledgeable regarding organizational and personnel issues.



Leadership can receive expert advice and guidance regarding issues such as:

- Enhancing team dynamics
- Fostering employee morale and engagement
- Maintaining a positive, productive work environment
- Addressing challenging personalities
- Planning for downsizing
- Handling suspected substance abuse
- Documentation of employee work performance issues
- Addressing problematic behavior and performance (tardiness, relationships, missed deadlines, absenteeism, low morale, complaints, etc.)
- When and how to personally refer an employee to the EAP and the manager's role in the process
- How to talk with an employee about work performance
- Recovering after a critical event
- Addressing concerns regarding threats of violence/volatile behavior

Based on a comprehensive assessment, the EAP will work with you to develop a customized plan and coach you through the steps of implemented the plan. A member of the Management Services Team will be your point person throughout the entire process and will follow up with you to check on the progress of the plan, as well as offer suggestions for further steps to achieve the best outcome.

Members of the EAP Management Services Team are licensed counselors, with an average of over 20 years of clinical experience and 13 years of organizational experience. They are adept at offering solutions to even the most complex of workplace situations and are here to support you in your role.

To learn more or to speak with a member of the Management Services Team, please call the EAP at the number listed below.

24/7/365 PHONE:
1.800.833.3031

WEBSITE:
www.EAPHelplink.com
Code: IOWA