

25 Ways

The Employee Assistance Program Can Help

1. Assessment of a personal problem or concern, and assisting you in locating appropriate resources to help.
2. Discuss difficult challenges on the job related to relationships with peers or managers to help you decide on effective ways to improve and build on them.
3. Help you decide what type of mental health professional and counseling approach will work best for you, based on your communication style, goals, and ability to pay.
4. Help with improving communication and morale among your work team by skill-building and other training.
5. Serve as a link between you and the workplace while you are a patient in a hospital being treated for a disease or severe illness, so you feel supported and less isolated until you are discharged.
6. Meet with your family and conduct an assessment of personal problems in your relationships, and then find resources to provide support and empower change.
7. Offer support and problem solving to address your concerns about administrative or disciplinary actions, and find ways to reestablish a good relationship with your employer.
8. With your written permission, confirm to your supervisor that you are participating in the EAP and in its recommendations, and if desired, communicate your request for accommodations needed so you can participate in those recommendations (adjustments in schedule, etc.).
9. Short-term support and problem solving for a mental health problem like depression to help you cope until your medication starts working.
10. Day-of-discharge support to bring you up to date on important information, as you plan to return to work following sick leave.
11. Post-discharge support from a hospital or treatment program to help you stay motivated and involved in the self-help, recovery, or treatment recommendations.
12. Support and guidance for difficult decisions with long-term consequences for you, your family, or others (e.g., divorce, retirement, or resignation, or choosing to accept a transfer, promotion, or life change).
13. Counseling and facilitation following a critical incident involving death, injury, or an event that could have led to death or injury, and help with resolving fearful emotions and anxiety so memories of these events do not linger or interfere with your life.
14. Provide training or instruction on specialized topics related to workplace productivity like soft skills for improving communication, goal attainment, or managing stress.
15. Help you resolve conflicts or confusion associated with your mental health benefits or relationship with a provider.
16. Provide you with a variety of health, wellness, productivity, and life improvement materials and fact sheets, or conduct research to find suitable information to learn about issues that concern you or others close to you.
17. Help with conflicts between you and a coworker, with the goal of resolving conflicts and improving productivity and job satisfaction.
18. Talk with you by phone if visiting the EAP office is not possible, is inconvenient, or is not preferred.
19. Facilitate a back-to-work conference between you and your employer (supervisor, human resources representative, etc.) to discuss job expectations, accommodations necessary to support ongoing treatment or self-care, and to gain clarification on matters concerning employment benefits.
20. Work confidentially to survey and interview individual team members, work group members, or the work unit staff in order to gain difficult to obtain and accurate insight into the sources of conflict, morale deterioration, or other group problems, and then suggest solutions based upon the findings.
21. Provide support and intervention to prevent delayed return to work from depression, family conflicts, or workplace communication issues and concerns with your work unit while you recuperate from injury.
22. Provide assessments, support, and guidance to assist you in following through with rigorous, mandatory steps to prevent job loss resulting from policy infractions or legal penalties imposed by courts for offenses (for example, DUI education, positive drug tests, etc.).
23. Guidance for improving your relationship with your supervisor.
24. Guidance and support in preventing burnout from workload and the negative effects of customer service stress.
25. (For supervisors) Assist you in understanding how to work effectively with employees and improve their productivity, and how to respond to employees in helpful ways, including EAP support, when personal issues interfere with performance.

