

## **Supervisor Orientation:**

Keeping your balance when giving feedback on performance or behavior at work can sometimes be a challenge. Our staff is available to consult with managers on an individual basis upon request—please Contact Us for help.

If you're looking for "how-to" information on handling employee situations and on using the EAP, you'll find the following resources extremely valuable.

### **Services to supervisors / managers:**

- Unlimited management consultations
- Assist in identifying troubled employees
- Determine appropriate intervention
- Assist the employee and supervisor in improving work performance

### **Services to the organization:**

- Training and Organizational Development
- Critical Incident Stress Debriefing
- Conflict Resolution / Mediation
- Alcohol and Drug Outreach

**Confidentiality:** Contact with the EAP is strictly confidential. Discussion, either as a client or in a management consultation will not be disclosed to anyone except as required by law.

Supervising people is a difficult job. When an employee begins to exhibit a decline in performance, productivity or attendance or when a work group starts to lose focus or conflict arises a supervisor must act. Southwest EAP can help managers assess what is happening and devise strategies to address the changing demands of the workplace. All consultations are confidential.

## Southwest EAP's management consultants can assist managers who are struggling to find ways to:

- Motivate employees
- Address Conflict
- Provide feedback about performance
- Improve job performance
- Increase morale
- Improve team building
- Facilitate change

## Southwest EAP has 3 ways for the employee to begin their work with a counselor; the supervisors can initiate 2 of these.

- o **Self-Referral** – This is when people choose to use the EAP independently. They may or may not have a job performance problem, but they have sought out the EAP before a supervisor or manager becomes involved.
- o **Concerned Referral** – This type of referral occurs when a supervisor or co-worker is aware that an employee is experiencing some kind of difficulty and they suggest the EAP as a resource.
- o **Formal or Supervisory Referral** – This type of referral takes place when there is an identified work performance issue. In this type of referral, you will be aware of their attendance and compliance with the EAP. This is covered in more detail under How to Make a Formal Referral.

## Southwest EAP has numerous tools and resources to help supervisors address the ever-changing needs of the workplace.

- Counseling Services
- Management Consultations
- Conflict Resolution
- Critical Incident Stress Debriefing
- Training & Organizational Development
- Alcohol and Drug Outreach
- Workplace Violence and Harassment Prevention
- Online Resources – articles, self-assessments, calculators and more
- Online supervisor training