



EMPLOYEE ASSISTANCE PROGRAM

# Coaching for Supervisors' Challenges

No-cost, Convenient, Confidential

As a supervisor, you may face circumstances with an individual employee or your staff as a whole that you need help handling. The EAP offers no-cost phone consultation to help you sort through concerns and find the best way to respond to employees and manage difficult workplace situations.

The supervisor coaching service is available to any department head or supervisor regarding workplace issues. The conversations are confidential in accordance with state and federal laws.

## Supervisor Coaching for Many Concerns

- Employee behavior
- Job performance concerns
- Team dynamics, including interpersonal conflicts
- Critical incident or grief-related occurrences in the work setting
- Dealing with change and transition within work teams
- Strategies to recommend the EAP to troubled employees
- Other challenges related to being a supervisor

## Experienced Counselors, Effective Support

Sand Creek provides professional counseling and consultation services to MCIT member employees for the EAP. Consultants understand the unique circumstances of public employers and are prepared to help supervisors within that context. Sand Creek has worked with Minnesota counties and associated public entities since 1996.

CONSULTATION AND COUNSELING SERVICES: 1.800.550.MCIT (6248) or SandCreekEAP.com



Your EAP is simple to use. It is confidential. It helps.

The EAP is provided to employees and their dependents through their employment with an MCIT public entity member.



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## On-site Assistance Options

In addition to one-on-one coaching over the phone, the Employee Assistance Program administrator, Sand Creek, offers on-site staff development services for a fee:

- **Critical Incident Stress Debriefing:** When a traumatic event affects the workplace, members can request a Sand Creek Group counselor to visit the workplace and meet with those who experienced the event and help them cope with it.
- **Organizational Development:** Services include facilitating conflict resolution, coaching for executive and supervisory skills and training on group skills. Organizational development can help identify overall work environment issues with the goal of resolving them.
- **Workshops and Seminars:** Sand Creek can custom design employee or supervisor training and development workshops, seminars and retreats.

## Sand Creek

Beginning in 1996, MCIT partnered with Sand Creek to provide professional counseling services at no cost to MCIT member employees and their dependents. Sand Creek is a behavioral health care corporation based in Stillwater, Minn., and is an AllOne Health company. The organization is experienced in providing services to counties, cities and the federal government with hundreds of qualified counselors accessible across the state. With decades of experience providing employee services to Minnesota counties, Sand Creek brings its reputation of excellence, creativity and innovation to MCIT's membership.

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