



A MINI TRAINING SESSION

# Quick Take

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## Employee Assistance Program for Supervisors

### TRAINING OVERVIEW AND OBJECTIVES

- Overview: Provides details for supervisors about the Employee Assistance Program provided through MCIT to employees and elected officials
- Purpose:
- Give supervisors a basic understanding of what the EAP is.
  - Provide information about services available to supervisors as part of the EAP contract and services outside the contract that are available for a fee.
  - Provide tips on how to recognize changing behavior that may be due to an emotional or personal problem or substance use or misuse that may be affecting an employee's job performance.
- Preparation: Read and become familiar with this Quick Take. *Change as needed to reflect procedures and personnel in your department.*
- Handouts: Request printed or electronic materials at [info@mcit.org](mailto:info@mcit.org) or 866.547.6516:
- Employee Assistance Program Supervisor Information brochure
  - [Employee Assistance Program Consultation for Supervisors' Challenges flier](#)

### WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM?

The Employee Assistance Program, or EAP, provides confidential, short-term counseling at no cost for personal concerns that may affect an employee, his or her work or home life. The program is provided through employment with [*name of organization*] and its membership in MCIT.

The EAP is not an insurance program and is not part of our employer-provided health plan.

The purpose of the EAP is to assist employees and their dependents with personal issues. It connects them with a professional counselor.

Use of the program is voluntary and confidential. Only the employee knows if he or she uses the EAP. As a supervisor, your employee's personal information is not shared with you.

The EAP provides up to six counseling sessions per identified issue at no cost.

The EAP offers support for a variety of personal concerns, such as those related to relationships, work, family, stress, depression, anxiety, finances, loss, grief, substance use or misuse, or anything that troubles an employee.

If appropriate, the EAP assists in identifying long-term resources or provides long-term care referrals.

### **WHAT SERVICES DOES THE EAP OFFER SUPERVISORS?**

As a supervisor, you may face circumstances with an individual or the staff as a whole that you need help handling. Through the Employee Assistance Program, you have 24/7 access to no-cost phone consultation and coaching with qualified counselors to help you sort through concerns and find effective ways to respond to work-related situations.

These conversations are confidential and can address employee behavior, job performance concerns, team dynamics, critical incident or grief-related occurrences in the work setting, dealing with change and transition within work teams, strategies to recommend the EAP to employees, and other challenges related to being a supervisor.

The supervisor coaching service is available to any department head, manager or supervisor regarding workplace issues.

Beyond the one-on-one coaching over the phone, the EAP administrator, AllOne Health, offers on-site staff development services for a fee, such as critical incident stress debriefing, organizational development work, team building workshops and seminars.

### **HOW DO YOU RECOGNIZE IF AN EMPLOYEE MAY BENEFIT FROM USING THE EAP?**

Tragedy in an employee's life, such as loss of a family member or medical diagnosis, may result in changing behaviors and a need for help. Offering the EAP when you become aware of these situations can be of great assistance.

In general, a consistent pattern of one or more of the following can indicate changing behaviors that may be due to an emotional or personal problem or substance abuse that may affect an employee's job performance:

- Moodiness
- Tardiness, recurrent absenteeism or on-the-job absenteeism
- Memory problems or lapses
- Decline in personal appearance
- Increased errors
- Direct indications of intoxication on the job
- Accidents
- Missed deadlines
- Poor concentration and inconsistent performance
- Poor relationships with co-workers

Offering the EAP as a voluntary option to an employee can increase the likelihood of positive change in the employee's performance at work. Emphasize the confidential feature of the EAP when discussing the service with the individual. No one knows the employee uses the program. It is important that you do not diagnose personal problems. Conversations with the employee should remain focused on job performance.

**Please note this important point: Use of the EAP cannot be mandated by a supervisor or department as part of a performance improvement plan or disciplinary action. Its use must be voluntary.**

Everyone needs support at some time. Your EAP can help. It is simple to use. Connect with a counselor by calling **800.550.6248**. Phones are answered 24 hours a day, every day

### **DISCUSSION QUESTIONS**

- How should you discuss the EAP with a troubled employee?
- How can the EAP assist supervisors?
- How can you connect with the EAP?



# Employee Assistance Program for Supervisors

## Session Planning and Review

Trainer

Training  
Date

Department(s)

### TRAINING GOALS

- Give supervisors a basic understanding of what the EAP is.
- Provide information about services available to supervisors as part of the EAP contract and those available for a fee.
- Provide tips on how to recognize changing behavior that may be due to an emotional or personal problem or substance abuse that may be affecting an employee's job performance.

### RESOURCES

- Employee Assistance Program Employee Information brochure: Contact MCIT at [info@mcit.org](mailto:info@mcit.org) or 866.547.6516
- Employee Assistance Program Coaching for Supervisors' Challenges flier, [MCIT.org/services-programs/employee-assistance-program](http://MCIT.org/services-programs/employee-assistance-program)
- Employee Assistance Program: Employer Promotion Guide, [MCIT.org/resources](http://MCIT.org/resources)
- Employee Assistance Program promotional materials, [MCIT.org/resources](http://MCIT.org/resources)

### REVIEW

Did the training meet the stated goals?

How can the training be improved?

### TRAINER COMMENTS

