

Employee & Family Resources

EAP Support for Managers

Are you experiencing a difficult employee concern or situation? Your Employee Assistance Program (EAP) from Employee & Family Resources (EFR) is here to help!

With the **24/7/365 access** to your EAP's **masters-level clinicians**, you can get the guidance you need. We offer a number of services exclusively for managers and supervisors as part of your EAP benefit:



EFR EMPLOYEE & FAMILY RESOURCES

PHONE-BASED SUPPORT

Call us any time you have an issue, concern, or question, no matter how big or small.

All calls are answered by masters-level clinicians 24 hours a day, 7 days a week, 365 days a year. **Call today: 800.327.4692**

WORKPLACE SOLUTIONS

Our FREE **quarterly** newsletter offers information and tips for responding to relevant issues affecting the workplace.

We provide this publication to you each quarter, but current and previous content can be accessed at www.efr.org/myeap.

MANAGEMENT CONSULTATION

Support for supervisors, managers, HR professionals, and other leaders on workplace performance issues

Assistance includes, but is not limited to:

- Managing a difficult employee
- Addressing employee performance concerns and implementing a plan for improvement
- Responding to a workplace conflict and determining the best course of action

Call for consultation: 800.327.4692

MANAGEMENT REFERRAL

A tool for responding to an employee with a work performance issue or company policy violation with the goal of improving job performance, productivity & retention

The EAP provides an **assessment** of the employee's challenges, **recommendations** for the employee to resolve those challenges, and **ongoing case management** of followthrough with recommendations.

Call for assistance: 800.327.4692

CRISIS RESPONSE SERVICES

When your workplace is impacted by a critical incident, we provide **immediate services** to help your employees process the incident.

Examples of critical incidents include, but are not limited to:

- Employee death
- Robbery
- Workplace changes/reorganization
- Natural disasters
- Terminal illness
- On-site and/or off-site employee injuries

Consult with our crisis response team to arrange services, including on-site group debriefings, typically held within 72 hours of the incident.

Contact our crisis response team: 800.327.4692



We're Here To Help.
800.327.4692

Management Referral Program

The **Management Referral** is a tool used by employers to offer EAP assistance to employees who are exhibiting work performance concerns such as frequent absenteeism or late arrival, disruptive behavior, and violation of workplace policies.



**Step
#1**

The employer calls EFR to make referral at **800.327.4692**

**Step
#2**

The employee calls EFR to make appointment at **800.327.4692**

And

EFR offers appointment within **5 business days**

**Step
#3**

Employee attends sessions to complete assessment, referral, and brief counseling

And

EFR asks employee to sign form to **allow updates to employer**

**Step
#4**

With proper authorization, EFR provides update to employer

**Step
#5**

Employer decides how to proceed based on **workplace policy and outcome of Management Referral process**



EFR EMPLOYEE & FAMILY RESOURCES

Call us today at

800.327.4692