

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!



EFR EMPLOYEE & FAMILY RESOURCES

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:



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**



Here to Help Hub

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

We provide this publication to you each quarter via email.



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 follow-through with recommendations.

Call for assistance: 800.327.4692



Crisis Response Services

When your workplace is impacted by a critical incident, we provide 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 24 - 72 hours of the incident.

Contact our crisis response team: 800.327.4692



Behavioral Health Basics

Up to three hours of virtual workshops on behavioral health topics

Our experienced trainers will lead managers at your organizations through up to three mental health workshops. New topics will be introduced each year. To use this benefit, simply reach out to your Account Manager and schedule your sessions.

**Life Happens.
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