

THE JEFFERSON HEALTH PLAN EMPLOYEE ASSISTANCE PROGRAM: A MANAGEMENT TOOL FOR YOU



As a supervisor, you know the importance of having healthy, productive employees. You know that it takes certain skills to tackle sensitive management issues. Sometimes, you may feel like you could use guidance along the way.

HOW THE EAP HELPS

The Employee Assistance Program (EAP) is a confidential resource that provides information, guidance, and support to help you in your role as a manager. EAP counselors can assist you in managing employee performance-related issues, stress on the job, and workplace conflicts.

Call the EAP to talk one-on-one with an experienced, licensed counselor for support with:

- Retaining valuable employees
- Lowering absenteeism and decreasing tardiness among employees
- Stress management
- Relationship difficulties
- Resolving conflicts
- Work/life balance
- Time management issues
- Achieving personal and professional goals
- Referring an employee to the EAP
- Recovering from a traumatic event affecting your team
- Providing health and wellness information and training classes
- Creating a supportive work environment

If you have an employee with job performance problems, call the EAP. Our EAP workplace consultants can provide suggestions on handling the situation. They can also discuss whether an EAP referral would be appropriate for the employee.

ONLINE INFORMATION AND RESOURCES

The EAP website Achieve Solutions has a Managers' Tools section with tools just for managers. Visit Achieve Solutions to access articles, videos, webinars, and quizzes. Topics include:

- Supervisory Skills
- Employee Assistance Program for Leaders
- Mental Health and the Workplace
- Managing Stress and Change in the Workplace
- Substance Use Disorders and the Workplace
- Communication and Teams
- Violence and Trauma and the Workplace
- Work/Life Issues and the Workplace
- Motivating Employees

THE JEFFERSON HEALTH PLAN EAP SERVICES

- **Five EAP counseling sessions** per problem per year at no cost, through the phone, via video connection, or in person.
- **Legal & Financial: A free consultation per problem or issue** can be accessed through the toll-free number. Additional services beyond the initial consultation are available at a discounted rate.
- Assistance is available for locating and connecting with referral services for such **Work-Life Balance** challenges as childcare, eldercare and concierge assistance with daily living needs; e.g., planning special occasions and travel, locating reliable skilled tradesmen to address home and household needs, help with unexpected personal/family events, etc..
- Consultation on workplace, employee and team issues, including planning for a referral of an employee to the EAP, can be accessed through the toll-free number. This assistance is not limited in occurrence.
- Assistance with planning for and implementing formal referrals related to job performance and/or job jeopardy is available through the toll-free number.

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