

EMPLOYEE ASSISTANCE PROGRAM

SUPERVISOR SERVICES



LEARNING OBJECTIVES

- Learn about Workplace Support Services.
- Understand how Critical Incident Stress Debriefing works.
- Review EAP referral types.
- Peruse training and skill development options.
- Visit the Manager Support program tile on eap.calhr.ca.gov.

COMMON WORKPLACE ISSUES

- Anger management
- Absenteeism
- Conflict resolution
- Deteriorating job performance
- Substance abuse issues
- Threat of violence
- Sexual harassment
- Traumatic events
- Psychiatric issues

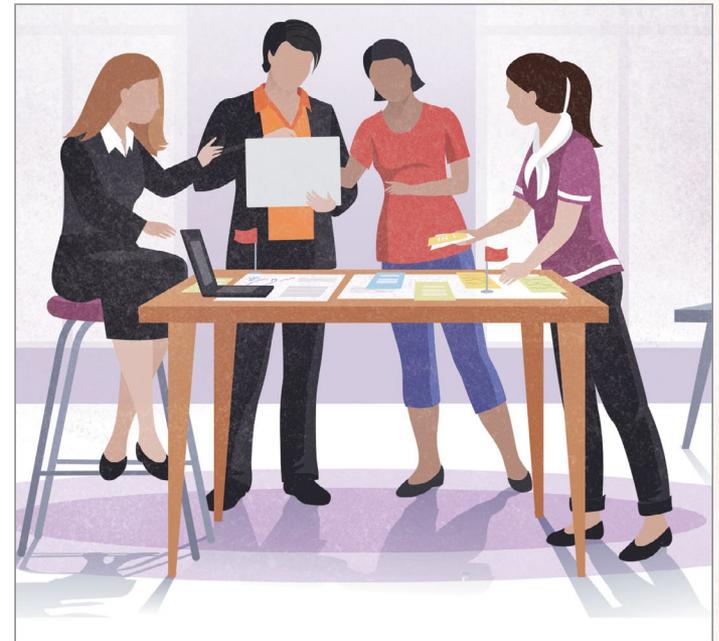
WARNING SIGNS OF A POTENTIAL PROBLEM

- Absenteeism
- Arriving late, leaving early
- Chronic exhaustion and/or drowsiness
- Decline in work performance
- Difficulty working with others
- Excessive amount of personal time on the phone
- Harassment, bullying, outbursts of anger
- Lack of interest or participation
- Moodiness, irritability, and/or over-reactive

WORKPLACE SUPPORT SERVICES

Workplace Support helps managers and supervisors deal with:

- Day-to-day issues
- Employee performance problems
- Workplace violence concerns
- Other employee situations



THE ROLE OF WORKPLACE SUPPORT

Support when you need it

Call EAP and a consultant will help you assess the situation and provide support. Consultants can:

- Help clarify and define the issue(s).
- Provide guidance on how to communicate a performance issue.
- Explain how to offer assistance in a productive and appropriate manner.
- Offer suggestions on how to approach a referral.
- Discuss options for dealing with a difficult situation.
- Develop an action plan and coach leaders.

Consultations are confidential, solution-focused and available anytime.

CRITICAL INCIDENT MANAGEMENT SUPPORT

When the unexpected happens at work, employees look to leadership for guidance and support.

Critical incidents include:

- Death of an employee
- Threat of violence
- Criminal act
- Natural disaster
- Accident
- Suicide

WHAT IS CRITICAL INCIDENT STRESS DEBRIEFING?

On-site critical incident response.

Clinical follow-up.

24/7 access to telephonic consultation.

CRITICAL INCIDENT STRESS DEBRIEFING

When a traumatic event occurs, Critical Incident Stress Debriefing (CISD) can help minimize the long-term effects on employees and the organization.

- A dedicated team is available 24/7/365.
- Counselors help employees process the emotional and physical impacts of a traumatic event.
- They encourage resiliency, teach coping skills, and provide follow-up assessments.
- Simply call EAP for an assessment and coordination of onsite support.

TYPES OF EAP REFERRALS

Self-referral.

Suggested Self-referral.

Formal Supervisor Referral.

WHEN TO MAKE A FORMAL SUPERVISOR REFERRAL

- Performance has deteriorated.
- There is an ongoing pattern of impaired job performance.
- Inadequate response to a supervisor's intervention.
- State or departmental policy.

FORMAL SUPERVISOR REFERRAL PROCESS

- Observe and document performance.
- Discuss with an HR Representative.
- Discuss with Magellan Workplace Support Consultant.
- Prepare formal referral letter.
- Meet with employee:
 - Make referral.
 - Did employee accept?
 - Explain consent to limited release of information.
 - Assessment by counselor.

Formal supervisor referrals are separate from corrective feedback and formal disciplinary actions such as adverse actions. EAP formal supervisor referrals, including contact information, should be done by a separate memo which is not retained in the employee's official personnel file.

TRAINING AND SKILL DEVELOPMENT

Robust training options are available for Employees and Leaders

Options in Learning Guide

Course categories:

- Navigating Uncertain Times
- Emotional Well-Being
- Healthy Living
- Home and Family
- Leadership
- Working Well
- Specialty Trainings

Department EAP Coordinator sets up trainings. Allow 25 business days advance notice.

*Additional fee for services may apply.

TRAINING AND SKILL DEVELOPMENT

Delivery Methods

- Live webinars*
- Classroom-based training*
- Online recorded webinars
- Online podcasts

To request a training, contact Workplace Support:

(866) EAP-4SOC

(866) 327-4762

*Additional fee for services may apply.

MANAGER SUPPORT

Visit the Manager Support program tile on eap.calhr.ca.gov

- See articles, tips, and tools developed just for managers and supervisors.
- View leader-specific webinars.
- Download
 - Options in Learning Guide
 - Supervisor Handbook

EAP WEBSITE

The EAP member website boasts a clean design, intuitive navigation, curated content and it is fully responsive with mobile devices.

Key features:

- **Explore Services** — Click the 'tile' for each service including coaching, counseling, and more.
- **What's Trending** — Read articles related to the monthly theme.
- **Featured Topic** — See the monthly employee update and register for the live webinar.
- **Your Apps** — Browse the app library.
- **Find Care** — Research providers in your area that specialize in services you need.
- **Learning Center** — Find articles, videos, self-assessments and webinars on a wide range of topics.
- **Discount Center** — Access discounts on millions of products.

Visit eap.calhr.ca.gov today!

CALL THE EAP

(866) EAP-4SOC (866) 327-4762
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*Translation in over 140 languages.



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