

Momentum

Program basics for managers



Employee Assistance Program
1-800-327-0632



When to contact the EAP: examples

- ✓ An staff member's personal problems may be contributing to performance decline and you'd welcome expert advice on structuring a one-on-one meeting.
- ✓ A tragic event like the passing of a team member happens.
- ✓ You're seeking support for those of your staff affected by a localized natural disaster.
- ✓ An incident of workplace violence has impacted your team; you want to arrange immediate crisis support.

Back to the basics of your program

As a supervisor or manager, you know that when a staff member faces difficult personal problems, their work performance can suffer. Relationship problems, financial crises, serious health concerns and other personal challenges can cause staff members to become distracted at work, perform poorly and negatively impact the work of others around them.

Keep in mind that through your program, you have access to experienced Workplace Support consultants who are committed to helping individuals improve their well-being, and helping managers and supervisors develop and maintain a positive, productive and safe work environment.

Managers can call Workplace Support for a confidential management consultation on how to approach team dynamics or individual concerns including:

- Providing guidance on how to communicate a performance issue to a staff member.
- Explaining how to offer assistance in the most productive and appropriate manner.
- Offering suggestions on how to approach a referral and identify important actions to document.
- Discussing options for dealing with a difficult situation.

You can contact Workplace Support consultants any time, day or night, by calling your program phone number.



Mind Your Mental Health

It's important for leaders to monitor their own mental health, and to take action when signs of depression, anxiety or burnout appear.

- The stresses of managing others—while pursuing challenging organizational objectives—can accumulate and wear you down. [Read these tips](#) for boosting your mental and physical resilience.
- In today's always-on work environment, it's common that work intrudes on home life, and sometimes vice versa. [Consider these practical, healthy ideas](#) on how to keep home and work separate.
- If a mental health condition seems to be impacting your daily life, [learn active strategies](#) for building a personal support system, sharing your experiences with peers and shaping your treatment and recovery plans.

Working on Wellness

Leaders need to prioritize good self-care if they want to effectively guide and support their teams over the long term.

- Strive to **eat a balanced diet** and **get adequate sleep**. Schedule **regular exercise**—a great way to keep stress under control.
- Relaxation exercises can relieve tension and help you recharge. **Try a relaxation technique** such as deep breathing, meditation, progressive (deep) muscle relaxation, yoga or tai chi.

Daily Diligence

Every leader, whether experienced or new to management, can continually build skills to facilitate a more positive, productive workplace.

- Encountering an effective leader—someone who seems skilled in inspiring others—you may think they're naturally gifted in leadership. Not necessarily! Good leadership can be learned.
- Your program can help you via learning events and materials in areas like leadership training, improving communication, conflict resolution, change management and more.

Leaders' stress: the impact on employees

7%

Only seven percent of employees believe that leaders who are stressed effectively lead their teams.

11%

Only 11% of employees with stressed leaders are highly engaged at work.

Sources: Life Meets Work survey



Webinar—You're invited! Join us online Wednesday, March 27 for *A Leader's Orientation to the Employee Assistance Program*. Register [here](#).