



Questions Commonly Asked By Supervisors

Q: I have an employee who has severe performance problems - chronic absenteeism, costly mistakes, conflict with co-workers - but I hesitate to refer to the EAP out of fear that the discovery of personal problems would interfere with our ability to dismiss that employee. What should I do?

A: It is important to know that Employee Assistance Professionals can not disclose the nature of an employee's personal problems. It is possible that working with an EAP can improve an employee's performance. It is recommended that a supervisor refer to the EAP right when performance problems are first observed and consistently in all similar situations. An EAP would not interfere with the policies and procedures of a company. Taking appropriate action in response to documented problems decreases your liability and risk that a decision could later be overturned.

Q: Can I make an employee go to the EAP?

A: In most cases, no. Referrals to the EAP are best kept separate from a company's disciplinary process. Whether the employee follows through with the referral and sees the EAP or not, it is recommended that supervisors continue to monitor and document work performance. The EAP is not meant to shield workers from disciplinary action.

Q: Since the EAP is confidential, how do I know if my employee followed through?

A: In the case of a supervisor referral, the EAP requests that the employee sign a form to permit us to release information to the supervisor. Typically, the EAP will let the referring supervisor know whether the employee was seen and whether they followed recommendations. Any information about the employee's personal concerns is kept confidential.

Q: Can I call the EAP for consultation when I have questions about how to handle an employee situation?

A: Yes! Management consultation is a valuable service Workplace Solutions provides to its companies. Counselors who are experienced in workplace issues are available to talk to you 24 hours, 365 days a year. Just call 800-327-5071. Please do not hesitate to call even if you think that the concerns are minor. Small issues often grow into larger ones if not addressed early on.

Q: Does the EAP offer any special trainings specifically for supervisors?

A: Yes, there are a number of different trainings geared specifically for those in supervisory positions. Your account manager can help you determine what type of training would best meet the needs of your management team. Our trainings are designed to be interactive and most often in a one or two hour format. We also offer a range of organizational effectiveness services to address corporate needs.

Q: What is an "Account Manager"?

A: Each company is designated an account manager to serve as a point person for coordinating services. The account manager also provides recommendations to maintain visibility of the EAP within that company and provides utilization reports for your review. This arrangement allows for designated time to be spent specifically for your company and to allow Workplace Solutions to ensure that they have a handle on all the particulars of various companies and industries. All of our Account Managers have expertise in occupational settings.

Q: Can a supervisor ever refer an Employee to the EAP out of personal concern even if there are no work performance issues?

A: Yes, many Supervisors call to consult with the EAP out of concern for an employee's well being. Some supervisors even recommend, or give out the EAP number, to show employees that they care though are unable to help them with the situation themselves. It is important to leave the counseling and diagnosing of personal concerns to the professionals.

Q: If an employee makes an appointment with the EAP is it always during working hours?

A: No, there are a variety of appointment times made available to employees during and after working hours. If the employee chooses to have an appointment during their work hours, it is their responsibility to make arrangements as needed with their supervisor.

Q: Does the EAP ever help settle conflicts between co-workers?

A: Yes, Workplace Solutions offers what is called Mediation Services. When appropriate, an EAP counselor may meet with the employees together or perhaps separately, to gain an understanding of the concerns and to offer options to help alleviate the conflict. This is a valuable resource that a company can use when they have not been able to solve conflicts between workers by other methods.

Q: Can supervisors use EAP counseling services for themselves, or is it just an employee benefit?

A: As a supervisor, you are an employee—one with a very difficult position at times. We encourage supervisors to use the EAP to address their personal and professional concerns. Oftentimes, meeting with an EAP counselor can help a supervisor to do a better job as they are given an opportunity to focus