



Employee Assistance Programme Support for Managers



Manager Support

The EAP (Employee Assistance Programme) can be a vital and invaluable source of help to ensure your team members/employees receive timely and professional support to help them to manage all of life's issues. By helping to reduce the impact of life's stressors, both at home and at work, we are able to ensure employees are more productive, higher performers, are engaged and have reduced levels of absence. By encouraging employees to contact the EAP when needed, we will help to alleviate increasing people issues, allowing you to focus on more strategic responsibilities.

However, the EAP can also be an effective tool for you:

Manager support helpline

Our Management Support Helpline will assist you to rapidly explore challenging and complex staff issues and help identify potential solutions, offering information, advice or even a sounding board to role play conversations and explore options, gain clarity and provide reassurance. The Helpline provides you with confidential, impartial, independent advice on how to effectively manage difficult situations and support your duty of care. Issues may include: conflict, communication, change, stress, time management, coaching, team building, and support for emotionally distressed staff.

These services are a professional, additional, external and confidential resource which should be utilised alongside HR and your existing policies and procedures. The Helpline is available from Monday – Friday 9am to 6pm

Day 1 intervention for stress

This is a proactive intervention designed to support employees who present stress as a reason for their absence.

By addressing an individual's needs at the earliest opportunity, we are able to focus on breaking down the barriers preventing a return to work and productivity.

With the individual's consent, a manager can make a telephone referral on the first day the employee is absent. We will contact the employee and discuss options, treatments, concerns and barriers and provide a summary to the manager explaining the issues, next steps and recommendations to facilitate a return to work.

Online management support portal

The online EAP provides access to a dedicated area for managers which contains a useful library of information to support you in your role as a people manager. Fact Sheets will support you in: managing change, stress management techniques, managing a distressed employee, how to structure a difficult conversation, performance management, or even improving team working, as well as much more.

Critical incident telephone support

Managers whose staff are affected by trauma can access immediate, expert, telephone support and receive practical guidance from our trauma specialists.

We can help with various issues including the effects that trauma may have, the emotional and behavioural responses that trauma may trigger and the steps that can be taken to support both the managers managing the situation and the staff impacted by it. We can support you in the event of a critical incident 24hrs a day.

Personal support for you

In the same way as it is for your team members, the EAP is available to support you, 24hrs a day, 7 days a week. Whether you need practical information (such as legal, debt, or consumer etc.) or need emotional support, our Counsellors and Information Specialist are here to help.



To Access your EAP

Online: www.my-eap.com Username: WorkplaceWellness

General EAP support: 0800 1116 387

From abroad: +44 845 330 5132

Manager support helpline: 0800 1116 385

