

Employee & Family Resources



EFR EMPLOYEE & FAMILY RESOURCES

EAP Support for Managers

Are you experiencing a difficult employee concern or situation?

Your **Employee Assistance Program (EAP)** from **Employee & Family Resources (EFR)** is **here to help!**

We offer **telephone-based support** via our team of **masters-level counselors 24 hours a day, 7 days a week, 365 days a year.**

We are here to assist with any issues, concerns, or questions you may have, **no matter how big or small!**



Management Consultation

Support for leaders on workplace performance issues.

Assistance includes, but is not limited to:

- Addressing employee performance concerns and **implementing a plan for improvement.**
- Managing a difficult employee
- Responding to a workplace conflict and **determining the best course of action**



Crisis Response Services

When your workplace is impacted by a critical incident, we provide services to minimize disruption, foster resilience, and accelerate recovery after a crisis.

Examples of critical incidents include, but are not limited to:

- Death
- Robbery
- Natural disasters
- Terminal illness
- On-Site and/or off-site employee injuries

Consult with our masters-level counselors to arrange services, **including on-site group debriefings** typically held within 24 - 72 hours of the incident.



Here to Help Hub

Our **FREE quarterly email-newsletter** offers information and tips for responding to relevant issues that commonly appear within the workplace.



Management Referral

A tool for responding to an employee with a work performance issue or company policy violation **with the goal of improving job performance, productivity and retention.**

We provide an **assessment** of the employee's challenges and provide **recommendations** for resolving those challenges, as well as ongoing case-management of follow-through with recommendations.

Life Happens, We're Here to Help!



EFR EMPLOYEE & FAMILY RESOURCES



800-327-4692

One Number, All Services

Employee & Family Resources
505 Fifth Avenue, Suite 600
Des Moines, IA 50309
efr.org

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Management Referral Program

The **Management Referral**

is a tool used by employers to offer **EAP assistance** to employees who are exhibiting workplace performance concerns such as:

- Frequent Absenteeism
- Late Arrival Habits
- Disruptive Behavior
- Violation of Workplace Policies

1

Employer calls EFR to make the Referral

2

Employee calls EFR to make the Appointment



EFR offers an appointment within **5 business days**

3

Employee attends sessions to complete assessment, referral, and brief counseling



EFR asks employee to sign form to **allow updates to employer**

4

With proper authorization, EFR provides update to employer.

5

Employer decides how to proceed based on workplace policy and outcome of Management Referral process



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