

Employee Assistance Program



Manager Benefits

One of your most critical roles as a leader is to bring out the best in your team—this requires balancing empathy with accountability, especially when addressing performance and behavioral challenges.

Using EFR's manager-focused EAP resources can make all the difference in confidently navigating the complexities of leadership.

Management Consultation

EAP Professionals are available 24 hours a day to provide ongoing support for managers and leaders to:

- Address concerns regarding an employee
- Help assess and implement a plan for improved employee performance
- Provide guidance through the EAP referral process

What types of changes in job performance or behavior indicate a possible need for a referral to your EAP?

- Concerns of drug or alcohol use
- Violation of company policy
- Strained work relationships
- Increased tardiness, sick leave, or absenteeism
- Irregular job performance
- A change from an employee's usual mood or disposition

EAP—a 24/7 support system for managers to get employees back on track.

Referrals to your EAP

Self Referral

Employees can contact EFR directly for immediate confidential support with personal challenges, at their own discretion.

Recommended Referral

Managers can encourage employees to use the EAP when they suspect an employee is experiencing personal challenges. A recommended referral can also be helpful when an employee is displaying minor performance concerns. Promoting the EAP regularly can help address concerns early.

Management Referral

Sometimes you require additional assistance when it comes to responding to an employee with an ongoing workplace concern or a performance issue. Our management referral process is a useful tool managers can use to provide an opportunity for an employee to address personal issue/s that are impacting work performance.

Crisis Response

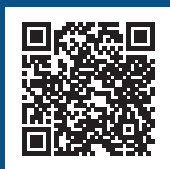
EFR recognizes the importance of planning for and providing immediate caring responses to critical incidents that impact the workplace.

Examples of critical incidents include:

Employee or family death, serious injury, natural disasters, on and off-site injuries, robberies and workplace changes. In the event of a critical incident, managers can immediately consult with our crisis response team to arrange for appropriate response services, including on-site group debriefings, generally held within 72 hours of the incident.

To learn more about resources available to managers through your EAP:

Call us **anytime**—
24 hours a day,
7 days a week at:
800.327.4692



EFR EMPLOYEE & FAMILY RESOURCES

efr.org