

# 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.



### 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.



### Here to Help Hub

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

Employee & Family Resources  
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efr.org

Life Happens, We're Here to Help!



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# 800-883-1387

One Number, All Services

