EAP Support for Managers

Are you experiencing a difficult employee concern or situation?

Your Employee Assistance Program (EAP) 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

Our Management Consultation offers 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

Management Referral

The Management Referral is 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.

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- and 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 newsletter offers information and tips for responding to relevant issues that commonly appear within the workplace.

Life Happens. We're Here to Help.

Scan to learn more about your resources as a manager.

EFR EMPLOYEE & FAMILY RESOURCES

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.

Scan to learn more about the Management Referral.

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