

# Employee Assistance Program *Tip Sheet*

## When To Use Organizational Services

Through the Employee Assistance Program (EAP), managers, team leads, supervisors, and human resource professionals have access to **unlimited, telephonic support services**. Connect directly anytime with a member of the EAP Organizational Services Team, composed of seasoned, highly knowledgeable clinicians, adept at solving organization and personnel issues.



### EAP Organizational Consultations are designed to help with the following and more:

- Outline concrete steps to take when an employee is not meeting expectations around performance or appropriate behavior at work.
- Provide practical solutions to challenges involving employees and teams.
- Suggest ways to create a workplace environment that prevents burnout.
- Enhance soft skills, also known as “people skills”, that enable individuals to effectively interact in a professional setting.
- Prepare managers for conversations with employees struggling with performance.
- Suggest tailored interventions for a workgroup conflict.
- Provide support to new managers and leaders as they transition from a colleague to leader role.
- Coach managers about how to handle concerns regarding an employee who may be struggling with a mental health issue, including steps to guide the employee to the help they may need.
- Support those impacted by a critical event impacting team members.
- Provide managers with resources to help improve their own wellbeing so they can be their best.

### Reach out to Human Resources or internal leadership when:

- You are considering taking action or are actively coaching an employee through a performance or behavioral issue and there has been no improvement.
- You are wondering about a specific company policy.
- You think one of your employees could benefit from Family Medical Leave Act (FMLA) or Short-Term Disability (STD) and are not sure what their options are.

Not sure whether an issue you're dealing with is something the EAP can help with? Give us a call and we can talk it through with you. The EAP is here to help provide guidance to help you succeed in your role. Call today to get started.

**24/7/365 PHONE:**  
1.833.539.7285

**WEBSITE:**  
SOWI.MyLifeExpert.com  
**CODE:** SOWI



Scan this QR code using your phone camera to go directly to the EAP website



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