



# Engage & Empower: Communication Strategies for Leaders





## Objectives

- **Feel empowered to lead your team**
- **Understand the resources and support available within the EAP**
- **Feel supported** knowing that you have access to the Management Assistance Program

# Life & Emotional Health (EAP) program overview



# Your EAP Life & Emotional Health Program: We're here when you need us most



## **Personalized 1:1 Therapy**

Self-Guided,  
Phone, Video,  
In-Person



## **Life Event Support**

Legal, Financial,  
Eldercare, Childcare,



## **Management Assistance Program**

Unlimited leadership  
consults



## **Disruptive Event Management**

React and respond  
quickly to a crisis

**Confidential 24/7 Support • 250+ Languages • HIPAA-Compliant**

# We're here when your people need us most



Eldercare



Life transitions



Parenting, childcare



Grief & loss



Identity theft



Relationship issues



Stress, anxiety,  
depression



Substance abuse



Financial  
issues



Legal  
issues

Caring resources that reduce absenteeism, increase employee satisfaction, and provide peace of mind

# **Get support from the Management Assistance Program**

# Management Assistance Program

- Employee performance concerns
- Conflict resolution
- Workplace bullying and harassment
- Organizational issues
- Employee referrals
- Behavioral concerns

Leadership  
Training

Consultations

Leadership  
referrals

Resources that ease the burden on HR, improve manager and employee relations, and reduce legal risks





# Disruptive Event Management Services (DEM)

Quickly respond and provide caring, reassuring resources for your organization during a crisis and create a safe work environment

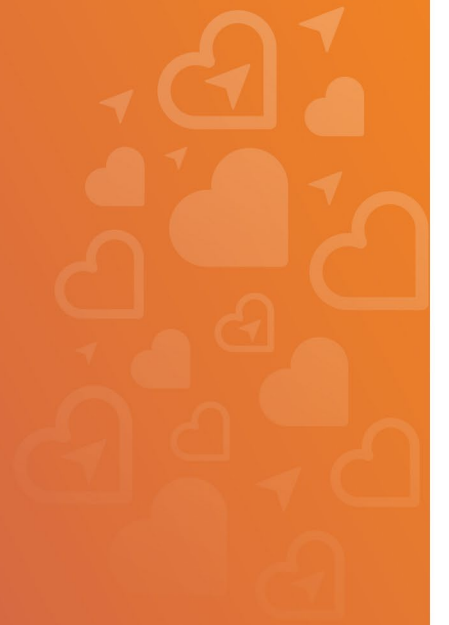


24/7 Support • HIPAA-Compliant





# Leadership, communication, and connection



**Successful  
leadership  
requires  
communication  
and connection**



## **Trust | Security | Predictability**

- Empathy, support, and understanding
- Problem-solving, conflict resolution, confidence
- Direct people to the right resources

# The organizational benefits of effective leadership

When employees  
feel empowered,  
their job  
performance  
is stronger



of employees say  
they'd work harder  
if they felt their  
efforts were better  
recognized

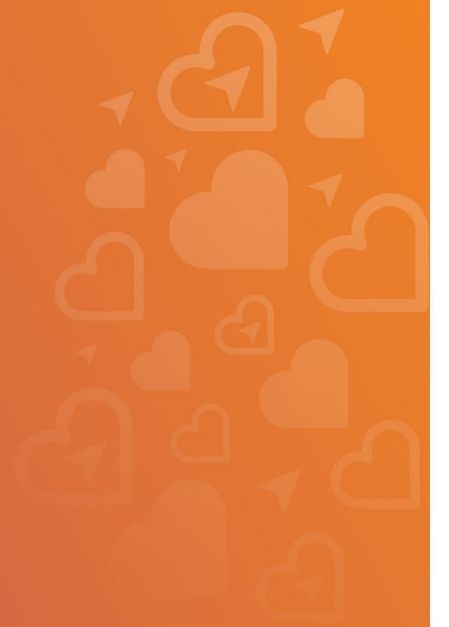


Companies with  
**good employee  
engagement are**

**22%**

more profitable

# Supporting your employees with the EAP

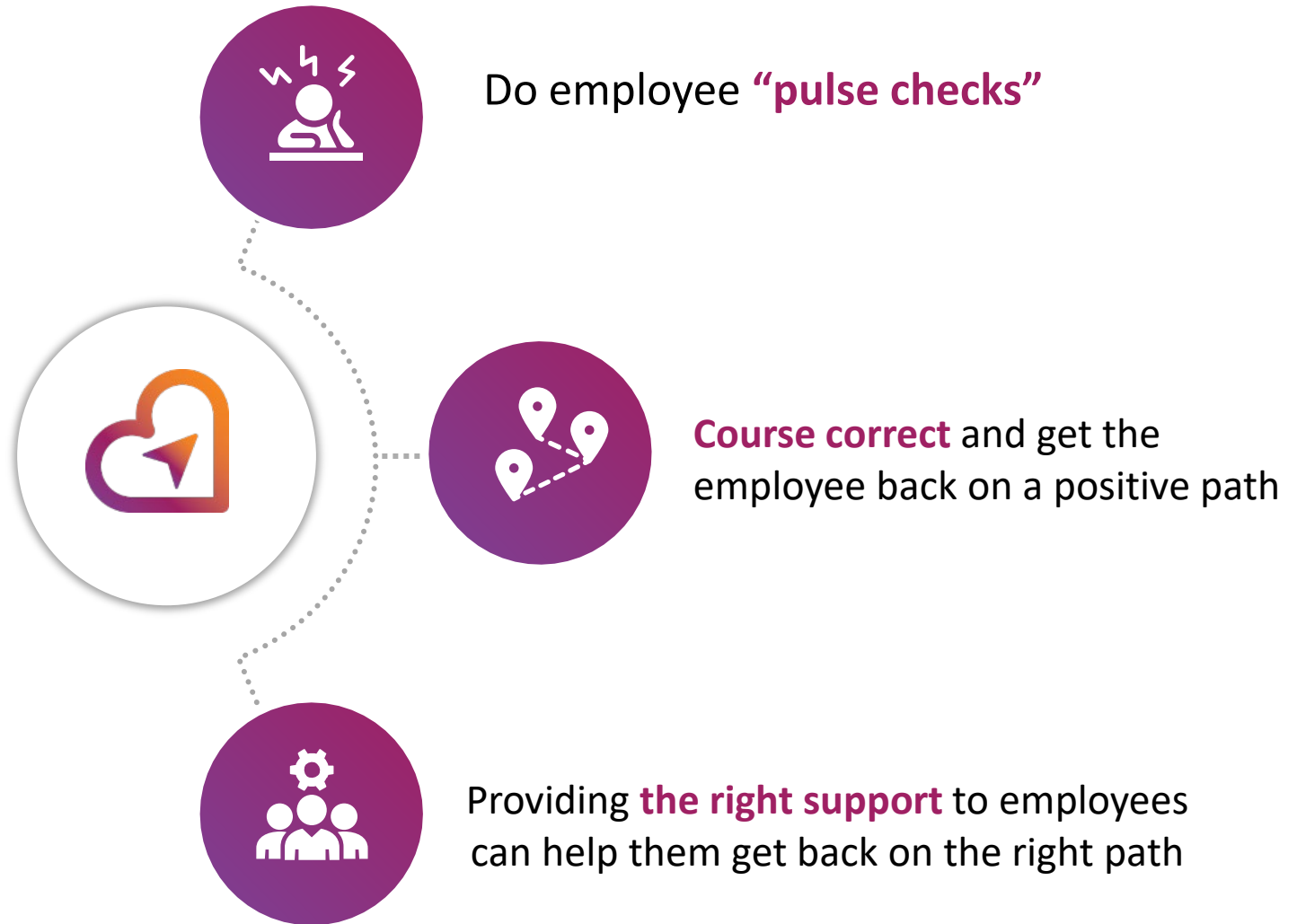


# Employee issues

- Financial stress
- Health concerns
- Caregiving demands
- Substance abuse

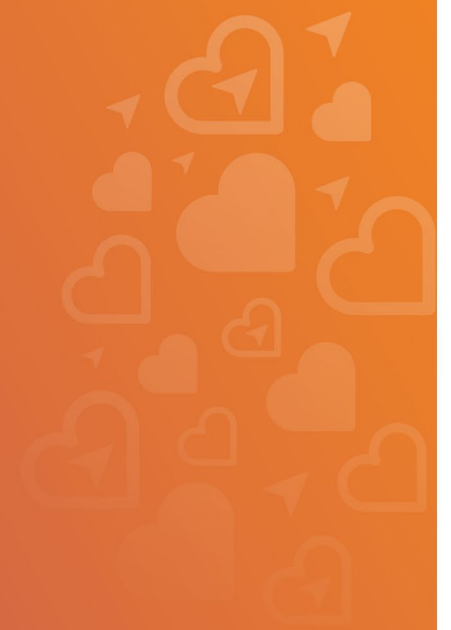


# Early identification is key to avoiding a crisis





# EAP referrals



# EAP referrals – The manager consult team is here to help



## How are employees referred?

- Self-referral
- Informal
- Formal
- Mandatory

**Not sure? Call Health Advocate for guidance**

# When should you ask for help or issue a referral?

## Employee is:

- In violation of a policy
- Dealing with grief or loss, divorce, health issues or domestic violence
- Dealing with a substance abuse issue



## What to look for:

- ✓ Increased absenteeism
- ✓ Presenteeism
- ✓ Confusion or concentration issues
- ✓ Inconsistent work patterns
- ✓ Reduced efficiency
- ✓ Friction with coworkers
- ✓ Unusual behaviors
- ✓ High accident rate
- ✓ Excessive complaints

## Documentation: Best practices

Identify early  
warning signs

Note the date, day,  
and time of events

Record the action(s)  
taken

Indicate if anyone else  
was involved

Be objective

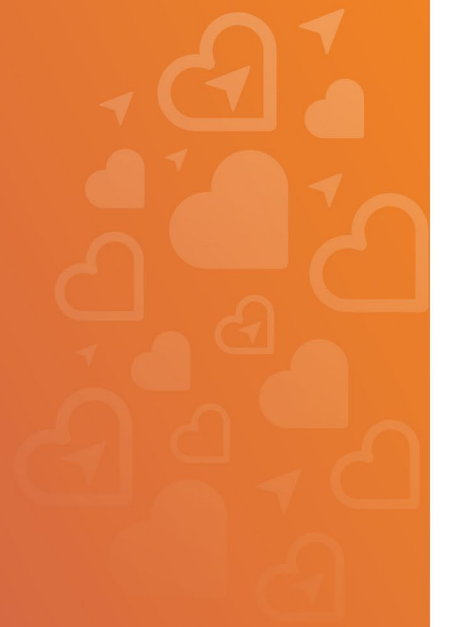
Document your  
response and the  
employee's response

## Documentation examples

**March 12, 2023:** John stormed into my office and exhibited a temper tantrum.

**March 12, 2023:** John came into my office at 9:20 a.m., pounded his hand on my desk, pointed at me and yelled “you’ll never get away with this!”

# Meeting with the employee







## Preparation keeps the meeting focused and brief

### Recognizing changes in work performance

- Pattern of concerns
- Notes and other documentation
- Document performance expectations
- Consult with your leadership

**Call the Health Advocate EAP to discuss your options.**



## Obstacles to addressing employees

### Possible barriers

- Sympathy
- Fear
- Guilt
- Anger
- Denial
- Tact
- Friendship
- Policy issues
- Passivity
- Time constraints
- Accessibility to leadership

### Enabling behaviors

- Rescuing
- Caretaking
- Passivity
- Not enforcing company policy

# The meeting: Create a private, comfortable setting

Acknowledge past and present positive performance

Express concern

Describe performance decline, expectations, and consequences



Provide timeline and schedule a follow-up meeting

Offer the EAP

Keep your leadership informed

**Be empathetic, not sympathetic. Listen. Stay calm. Keep it brief.**

# Possible employee reactions



## Checklist: Closing the discussion

- Summarize the conversation
- Express appreciation
- Reassure about confidentiality
- Confirm next steps
- Schedule a follow-up meeting



# Case Study

Alex has been with the company for 4 years and has been a consistent and conscientious employee.

Over the past month, there has been a change in his attitude and work performance:

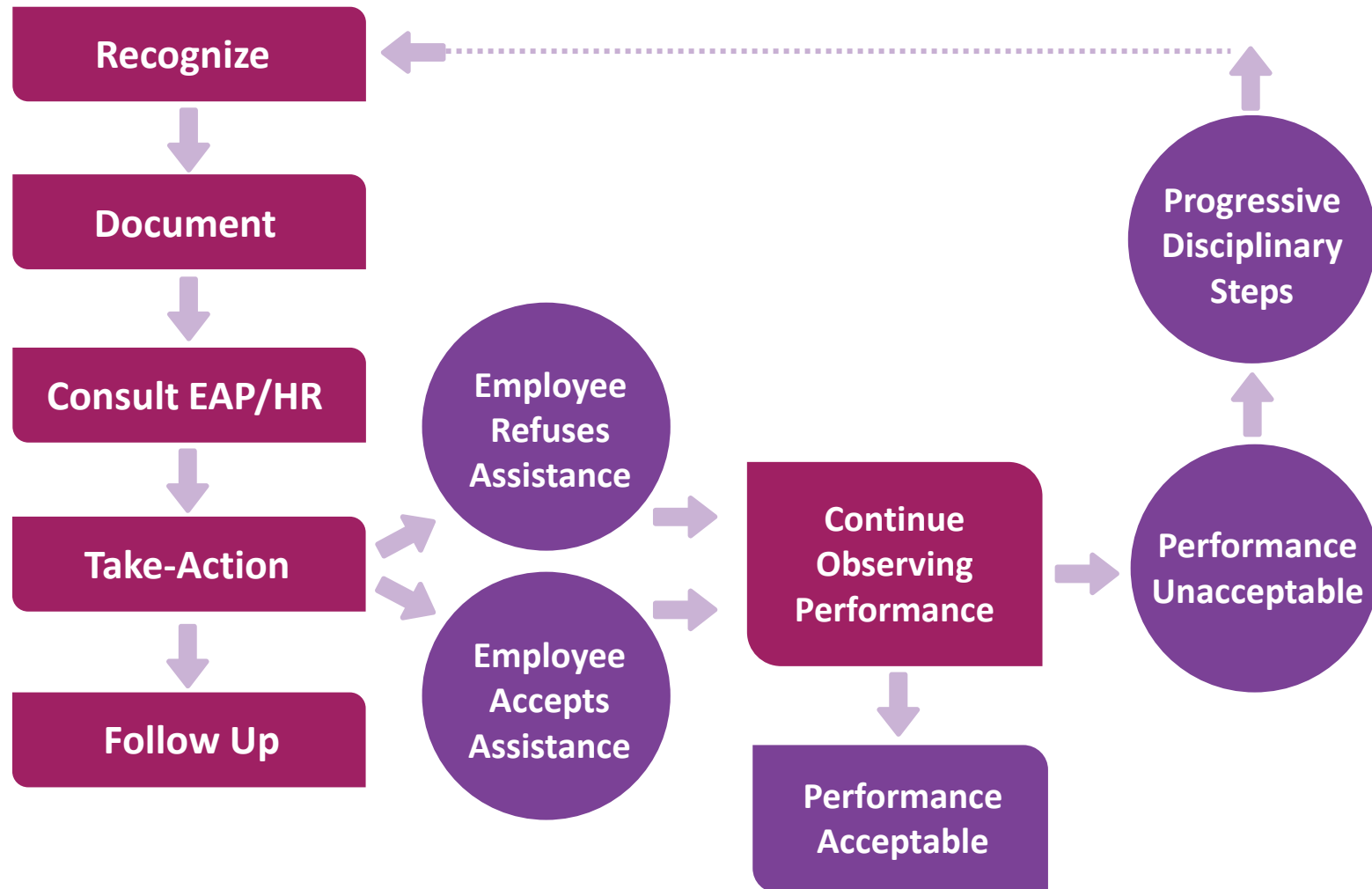
- Arrived to work 15 or more minutes late 2 to 3 days each week
- Missed a deadline which had been discussed with him in a meeting
- Had a verbal altercation with a client over the phone which resulted in a complaint due to “poor service”
- Was heard yelling “you don’t know what you are doing, shut up” and then walking away from a vendor who was onsite



# Case Study Discussion

- What do you do?
- What are the objective behaviors that you can document?
- How can EAP support leadership and the employee with a referral?

# Referral process flow



## Reintegration and monitoring: Be relatable, show empathy

- Welcome the employee back
- Review their knowledge, skills, and abilities
- Hold them responsible for work performance

**Empathy is our ability to understand how someone feels.**



# Employer awareness and how to provide the right resources



Provide mental health  
resources



Inspire employees  
to take care of their health



Encourage breaks during  
the work day



Regularly recognize  
employee contributions

**EMPATHY is the key!**



Thank you  
Questions?

