

# CLAREMONT EAP IMPACT MANAGER SUPPLEMENT

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## DID YOU KNOW?

- Managers can call Claremont for free consultations to discuss employee performance issues, conflicts at work, attendance problems, etc.
- Whether it's a performance issue or you are simply concerned about an employee's well-being, a Claremont management consultant can help develop an action plan for improvement.
- EAP is a tool to be used in conjunction with your organization's regular disciplinary procedures, not as a substitute.

800.834.3773

[www.claremonteap.com](http://www.claremonteap.com)



## FOUR REASONS FOR EVALUATING PERFORMANCE

### Why is it important to provide feedback?

#### 1. To Provide Feedback to Employees

Employees may form erroneous opinions, both positive and negative, of how well they are doing. Specific examples of what they are doing well and what needs improvement can both relieve fears and provide a guideline for change.

#### 2. To Make Better Administrative Decisions

Performance evaluations help in making decisions about promotions, terminations and reassignments.

#### 3. To Improve Performance

Performance evaluations often reveal a need for improvement and provide a blueprint for an improvement plan.

#### 4. To Provide Documentation

Administrative decisions may need to be documented to meet requirements of outside parties such as a labor arbitrator, EEOC investigator or a civil court judge.

## A Message to Managers from Claremont EAP

Often, the employee who needs their Employee Assistance Program the most doesn't think to call for assistance. In many instances, the manager can play an important and helpful role by referring that employee to Claremont. If the employee's job performance is suffering, the underlying reason isn't always clear and prying into an employee's personal life is often the last thing a manager wants to do.

A referral to the EAP can be an effective strategy for improving an employee's effectiveness, productivity, motivation and morale. A referral to the EAP can also decrease absenteeism, reduce turnover, foster acceptance of change and reduce stress . . . [An EAP referral can make a difference.](#)

## KEEPING YOUR TEAM WELL-INFORMED

### WITHIN THE COMPANY

How does what other departments do affect my work? How does my work affect other people in the company? Without the answers to these questions, animosity can develop between departments who don't communicate. Or equally destructive apathy can set in. Arrange a meeting between groups or departments. The benefits and problems that arise from working together can be discussed in an atmosphere of positive communication.

### ABOUT THE CUSTOMERS

Pass along customer feedback. Encourage employees to request written and oral feedback directly from customers to be shared at staff meetings.

### FINANCIALLY

Every organization has some way of informing investors of its financial health. Share as much information as you can with employees. Explain the information presented, using personal finances as a comparison for clarity. Instant information, such as sales or supply expense reports, can be posted to show how the team's contribution affects the overall financial picture.

### THE FINISHED PRODUCT

When building a product, the outcome may seem obvious from the outside. But for those focusing on small sections, the perspective is quite different. Host demonstrations to show where each department's time and energy has gone. This approach can be easily adapted to service-oriented products.

### OUTSIDE COMPETITION

Isolated employees will tend to view coworkers as the sole competition in their job. When, in fact, employees and their products in competing companies should be the fuel to fire up the competitive edge. Bring competing products in for close examination. Investigate how mutual vendors and distributors view the competing companies.

### JOB PERFORMANCE

Daily feedback about job performance is essential. Also, provide clearly defined goals so that employees can gauge their own performance.



### CONCERNED ABOUT AN EMPLOYEE?

- Work quality
- Productivity
- Change in demeanor
- Attendance problems
- Conflicts or interpersonal problems

#### Personal problems can impact job performance.

As performance issues emerge, call Claremont EAP for a telephonic management consultation. It is free and confidential. You stay focused on the employee's performance issues while Claremont addresses the underlying cause of the problem. Claremont EAP helps good managers become *better* managers. Find out more. 800-834-3773

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