

OCTOBER NEWS 2022

A worksite newsletter for supervisors provided by your Employee Assistance Program.

Q + A for Supervisors

Q. I know how to formally refer an employee to the EAP, no problem. However, is it helpful to speak to the EAP anyway before I make a formal referral?

A. Although there is no fast rule regarding consulting with the EAP beforehand regarding a formal referral, there are advantages to doing so. Even if you know how to help arrange a referral, use documentation effectively, and communicate later when following up, every referral to an EAP involves an employee whose issues are unique. Employee assistance professionals are extremely attuned to performance issues and the nuances of how they present themselves in the workplace. This is where the art of the interview exists. Based on patterns you experience with an employee, an employee assistance (EA) professional will make decisions about what interviewing techniques to employ. If you phone the EAP to inform the program about a pending referral and speak with a staff member about issues such as the type of interactions you have with your employee, prior cooperation, patterns of performance problems, environmental influences, and history of other concerns not relevant to the current matter, this may help the EA professional consider the assessment approach that will ultimately make the referral more successful.



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<https://www.claremonteap.com/>



Support & Resources

Q. If an employee comes to the EAP with general complaints indicating they are depressed, I imagine such employees are referred to an EAP counselor or get a reference to a medical provider for further assessment. What else does the EAP do except determine the need to refer?

A. When an employee visits the EAP for symptoms of depression, much more happens than a routine depression screening. The employee will be connected with an EAP counselor if they have any counseling sessions available. The counselor will assess psychosocial or environmental/lifestyle issues that are either symptoms of the depression or distinct from yet exacerbating the primary condition. These issues must be addressed or they risk undermining the work of the counselor to whom the employee is referred. If the employee is referred to a medical doctor, many medical doctors will manage medications extremely well, but they often resist spending copious amounts of time helping the worker address the nonclinical issues. It's a team approach that ultimately helps employees with these chronic disease conditions that can't be treated without attention to the factors that may undermine medical care.

Q. How can EAPs help managers support their employees proactively and engage in best practices that result in healthy work dynamics and a respectful workplace?

A. EAPs support employees directly when an employee reaches out requesting specific services or resources. Employees that have support to improve their wellbeing or address work-life concerns are more engaged and satisfied at work. In addition to this crucial direct support that EAPs provide, EAPs are also valuable resources for management counseling, training, and support. Preventively, EAPs can provide managers resources on topics such as leadership, stress management, and conflict resolution. Managers can contact their EAP on an unlimited basis for help with performance reviews, conducting meetings, handling discrimination, and more. EAPs can also train managers on how to encourage early referrals and understand the mandatory referral process. This constructive engagement can prevent tension and promote healthy relationships between coworkers and between managers and their employees.



The EAP can help.

Q. What is a key method to keep an employee from becoming defensive when managers or supervisors discuss improvement options for ongoing work quality, conduct, or attendance problems?

A. There are many aspects of the corrective interview that can lead to an employee's unfavorable reaction to being confronted with poor performance, but one overlooked approach is the use of the supervisor's prior documentation in the history of addressing the performance problem. Prior documentation, known to the employee and may have also been acknowledged with a signature, is one of the most certain ways to gain cooperation. Without it, the supervisor is forced to rehash prior discussions from memory, and these stories may be less accurate when recalled than the notes and documentation that have been previously accepted and agreed to.

Q. I have wondered about the EAP experience and employees getting attached to the counselor at the program but then perhaps not wanting to establish another relationship with the mental health professional to whom they are referred. Can you comment on this?

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Resources & Events



This Month's Personal Advantage Webinar

Managing Your Finances Paycheck to Paycheck

Join us for this very practical and actionable webinar on budgeting. Learn how to create your budget, set financial goals, and then find the money to fund them.

The monthly webinars with Personal Advantage are available on the 1st day of each month and past topics are available for viewing at any time. To view the webinars, log into claremonteap.com, select Personal Advantage (sign in required if it is your first time) and click "webinars". Certificates of Completion are available by setting up a personal login and password within the Personal Advantage site.

Breast Cancer Awareness Month

October is Breast Cancer Awareness Month! This is an annual campaign to raise awareness about breast cancer and the people it impacts. People across the world work together to improve access to screenings, increase early detection, and help get effective care to people who need it.

Resources

National Breast Cancer Foundation (NBCF) clinical breast exam guide: <https://link.uprisehealth.com/clinical-breast-exam>

NBCF National Mammography Program
<https://www.nationalbreastcancer.org/national-mammography-program>

National Breast and Cervical Cancer Early Detection Program
link.uprisehealth.com/cancer-early-detection

National Cancer Institute Resources
<https://link.uprisehealth.com/mammogram-fact-sheet>

Cancer.org Cancer Information and Resources
<https://link.uprisehealth.com/cancer>