

Employee Assistance Programme – Support for Managers

An individual may approach you in distress or with a concern, and you can encourage them to call the EAP. You can remind them of the service, the skills of those who provide it and its confidentiality and independence from the organisation. You might also wish to offer the employee some time and a quiet, private space from where they can contact Workplace Options, either by phone on **0800 243 458** or online at www.workplaceoptions.com.

You may also wish to formally refer one of your employees to the Employee Assistance Programme for support, by completing a [referral form](#). They do not have to take up the support offered but if they choose to, and with their written consent, Workplace Options can make contact with them to provide support. Alternatively, the employee can contact Workplace Options themselves.

Varying levels of feedback can also be obtained from Workplace Options, again [with the written consent of the employee](#). Any referral is undertaken with discretion; Workplace Options will maintain confidentiality and identities will not be disclosed to any third party.

Examples of instances where the formal referral process can help include an employee displaying unusual behaviour (such as turning up late for work), or seeing a drop in workplace performance. You may also wish to provide assistance in helping an individual return to work after a long absence.

Employee Assistance Programme – Experts to help make your life easier

Management positions can be rewarding but also very challenging. Regardless of your experience, supporting an individual, or a team, while focusing on business needs can often be difficult. In addition to the support provided to you as an employee through your EAP, Workplace Options can offer you a wide range of assistance in your role as a manager, team leader or supervisor through the ManagerAssist service.

Your ManagerAssist service provides information and support on any subject which is impacting on you, an employee or your team. As a result, this service can help you reduce your workload and free you up from the pressure of having to act as an informal counsellor.

Benefits of this service include:

- Acts as a sounding board for talking through concerns you have about an employee.
- Provides advice on people management issues, in conjunction with your HR department.
- Offers guidance in supporting employees on key issues such as stress or workplace bullying.
- Provides a resource to refer employees to – both informally and formally.
- Provides feedback (when agreed) on an individual's progress/engagement in obtaining support.

You can access the ManagerAssist service by phone on 0800 298 2021, email on assistance@workplaceoptions.com or online at www.workplaceoptions.com. For further information, please refer to the [ManagerAssist guide](#).