



June 2021

HOW TO TALK TO EMPLOYEES ABOUT EAP?

Live better
with EAP!

Have any of your employees approached you in confidence regarding a personal or work-related issue? Or perhaps an employee has experienced the loss of a loved one, is getting divorced, is seriously ill or you have observed that his behavior has changed recently and your intuition tells you that something is going on?

As a manager, you can offer help to your employees through the EAP. In utilizing EAP services you will stick to professional boundaries and at the same time provide professional support to the person who needs it.

If you decide to offer EAP support, remember that it is important not only what you say, but also how you say it.

Here are some practical tips:

- **NOTICE.** Show that you are attentive and that you care about the well-being of the other person, but without crossing personal boundaries.
- **ASK.** Start with **general questions:** „How are you?“, „Is everything alright?“, „Is anything going on?“.
- Use a **neutral and natural tone of voice** that does not require the other person's response. This will give the employee the opportunity to say as much as is comfortable for him.
- **ENCOURAGE** conversation: „If you would like to talk, I am here“, „If I can help somehow, let me know“, „If something is happening and you need support, please tell me“.
- Or offer EAP24 support: „Remember that we have an EAP/Employee Assistance Program/professional psychological support“.
- Have **information about the EAP handy, e.g. helpline number, link to information about the EAP24 program.** Ensure that the program is confidential – no one will ever know that an employee has used the service or what they talked about.
- Treat the employee with **respect** – this is the basis of all good relationships, and thanks to this, even the most difficult conversations will be successful.

Using the above tips and a gentle approach, you can help your employees. Remember, showing how to obtain professional help is also a form of support.



EAP Helpline



EAP e-mail

EAP WEBINARS

1. Log on to our portal: www.myeap24.pl
2. Browse through our upcoming webinars and sign up
[Inspire yourself to change for good](#)

For more inspirations for managers check out our website:

www.myeap24.pl ↓ Enter
↓ KNOWLEDGE BASE
→ MANAGER