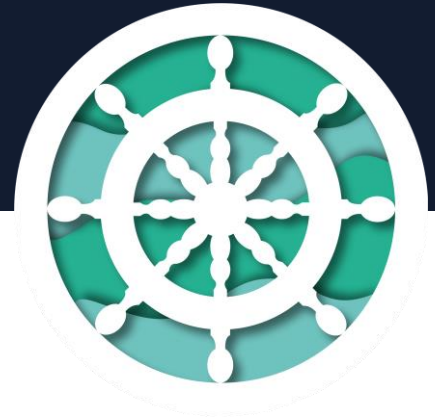


Live better with EAP!

Lh LIGHTHOUSE

Support for managers

April 2022



HOW DOES EMPLOYEE ASSISTANCE SUPPORT MANAGERS?

Managers juggle priorities, keep an eye on deadlines and make decisions about people and business every day.

In addition, managers are responsible for ensuring that their employees have a healthy and safe workplace, which is particularly important in times of crisis and even more so when there is a threat of armed conflict. This involves, among other things, promoting open, two-way communication and keeping in good contact with employees to provide the support they need.

A positive environment leads to higher engagement, better mental toughness and employee retention. A healthy organisational culture improves performance, reduces stress levels and has a positive impact on employees' mental and physical health.

Why do managers need the EAP?

The EAP aims to offer all employees psychological support in both their professional and private lives. The EAP also supports people in managerial positions with consultations focused on building good relations and a healthy work environment.

Important! Even in the healthiest environment, managers may encounter employees struggling with personal or work-related problems. Whether the problem is stress at work, an employee's health or a child or elderly care issue, it can cause distraction from daily work responsibilities and even presenteeism (the employee is present but works inefficiently).

The **EAP** helps to meet such challenges. With a full range of support and a practical approach to problem solving, both managers and employees can save time and energy. The EAP can help managers to deal with problematic situations in a people management context and to deal with difficult situations that they are not sure how to handle.

When you sense something is going on with your employee but are not sure how to respond, use the following hints – here is some managerial support in 5 steps:

1. Talk to the employee, gently explore the situation, assure them of your support.
2. Offer your employee the use of the EAP support (perhaps the employee's immediate family should also consider using this assistance).
3. If you feel you need to talk about the situation, use the EAP managerial support.
4. Monitor the situation, pay attention to the needs of the employee and others in the team.
5. After a period of time that you deem appropriate, speak to the employee once again. Check if the situation has improved or if further support or assistance is needed.

We cannot solve our problems with the same thinking we used when we created them.

Albert Einstein

That is why it is worth talking to a professional.

The EAP is a practical approach to problem solving that saves time and energy.



EAP E-MAIL



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