



The Employee Assistance Programme

Manager's Guide

Vhi Employee Assistance Programme (EAP)

Excellent management is a rare talent. It takes real skill to achieve a productive, happy and efficient working culture, where employees can perform to the best of their abilities. Managing sensitive issues with confidence and in the appropriate manner not only strengthens the employee-manager relationship, it also enhances ongoing resilience, trust and engagement. This is where your Vhi EAP comes in.

We cover a full spectrum of issues including:

- + Personal & Family Issues
- + Health & Fitness
- + Babies & Children
- + Managing Money
- + Work Issues

Services for you & your employees:

- + Telephone & Face-to-Face Counselling
- + Referrals to Specialist Counselling Services
- + Manager Support
- + Parent Coaching
- + Career Coaching
- + Critical Incident Support
- + Specialist Information Service
- + (EAP) Online Portal

EAP Manager Support

Our EAP Manager Support Service ensures that you receive ongoing access to information and resources to equip you to resolve specific issues and concerns within your team.

The service provides you with an independent, expert resource to discuss difficult or sensitive issues that are affecting your employees.

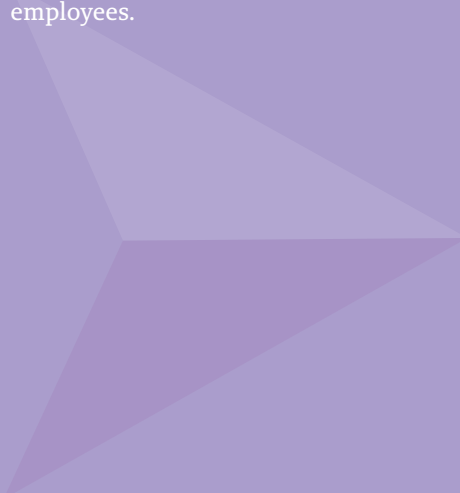
You will be given the tools to enhance your strategic and interpersonal skills, improving your individual performance and that of your employees.

Managing Pressure

Pressure or stress is inevitable in any type of role. While it can stimulate your employees to achieve, grow and learn, it can also have a negative impact on an individual and consequentially on your team as a whole.

Everyone responds to pressure in their own way and as a manager, it's important to be able to recognise different triggers and how your employees deal with them.

Too much or too little pressure can be harmful. One of the most effective ways of managing stress within your team is to become familiar with some of the early warning signs.

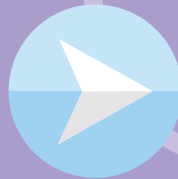


Early Warning Signs



Physiological

- + Weight loss or weight gain
- + Frequent colds or flu
- + Increase in frequency of lateness
- + Increase in accidents
- + Decrease in attention to personal hygiene/care



Cognitive

- + Prone to errors
- + Forgetful
- + Decrease in alertness
- + Decrease in concentration
- + Disruptive behaviour at work



Behavioural

- + Change in the quality/quantity of work
- + Missed appointments and deadlines
- + Lack of social interest
- + Withdrawal
- + Difficulty following instructions



Emotional

- + Frequent mood swings
- + Apathy
- + Hostility
- + Tearfulness
- + Change in social behaviour with colleagues





Questions your employees may have

Q. When should I use the Vhi EAP?

- A.** There are times when it can seem impossible to balance the demands of your job and personal issues. Whether you require support through the counselling service or the specialist information team e.g. tax queries, financial issues, information regarding housing or consumer issues, the EAP can assist you.

Q. How do I know the service is confidential?

- A.** As an external EAP provider, we are bound by strict professional standards regarding confidentiality and the disclosure of employee details who seek our services.

Q. Who will I speak to?

- A.** Every time you contact the EAP you will talk to professionally qualified, experienced counsellors and information specialists.

Q. Can I see a counsellor face-to-face?

- A.** Yes. You will have a choice to talk with a counsellor over the telephone, or face-to-face if you prefer. Your first counselling session will take place within a week of your initial call to the service close to your home or place of work where possible.

Testimonials for EAP Counselling



When changes were made to my team at work, it affected me in ways I never imagined. These included my work-life balance, relationships at work and even my sleeping patterns. The EAP was a great help. It was available 24/7 so I could contact the counsellor whenever I needed to, and the service really helped me to manage all the changes and their effects.



When my husband lost his job the impact it had on our family was huge. Our relationship was becoming so heavily influenced by our financial situation that I developed sleeping problems. The EAP was excellent. My counsellor really listened, and as we worked through the issues I developed a much more positive outlook on life. I learned to take things one step at a time. But most crucially, the service taught me how to budget, manage fatigue and talk to my husband about our financial issues.



I recently relocated from another country to start working in a large multi-national company. I really missed home initially and was starting to feel very isolated. Thankfully, I made an appointment with an EAP counsellor who made all the difference in those first few weeks. On top of that, I needed help understanding my tenancy arrangement and by connecting with the EAP, an Information Specialist was also able to provide me with all the legal information that I needed.



Testimonials for EAP Specialist Information



A first baby was always going to change my life, but there were so many things I needed help with when it came to childcare, returning to work and budgeting. The EAP helped me to focus and figure out the best way of working through all the issues.



I had put off writing a will for a while; wanting to be sure I had all the information I needed before spending money consulting with a solicitor. The EAP helped point me in the right direction.



How can an employee be referred?

Self Referral

Self referral is the most common way that individuals can access the EAP service and they are able to make contact 24 hours a day, 365 days of the year.

Informal Referral

Often an individual may approach you in distress or with a concern they have. You will be able to identify that they need support or appropriate information, and can encourage them to call the EAP.

Remind the employee of the EAP service and its benefits – this may be the unique skills of those who provide the service, how it works or its confidential nature. Finally, you can ensure the individual is given the time, space and privacy to contact the service.

Formal Referral

Another way to access the EAP service is through a formal referral. This is done with absolute discretion and the identity of the employee will not be disclosed to any third party – confidentiality is maintained at all times.

Feedback can only be provided with the written consent of the employee. To find out how to access the formal referral service, please contact the HR or EAP representative in your organisation.

Critical Incident Preparedness

Critical incidents are unexpected events and occur outside our normal range of experience, affecting our every day lives.

The Vhi EAP 'Preparedness and Response Package' includes:

- + Pre-incident preparedness training
- + Group crisis intervention meetings
- + Providing information on post traumatic consequences
- + Immediate and ongoing support to individuals 24/7
- + Support for HR and managers alike

To arrange for critical incident support please contact the EAP representative within your company who can make the necessary arrangements for support through the EAP.

Training and Workshops

Vhi EAP provides focused, performance oriented training modules to keep employees and organisations healthy, happy and functioning at peak performance. Group training workshops allow you to provide training to employees who would like to develop particular skills or learn how to manage a specific situation more effectively. The group training differs from our individual development approach as it encourages interaction between group members, allowing them to share experiences and learn from the experiences of their peers.

Our trainers and facilitators are all practising professionals in their chosen fields – with authoritative knowledge and first-hand experience of their subject matter. They tailor the workshops to meet the needs of the audience and are able to focus and draw on the past experiences of attendees. This ensures credibility as well as consistently high quality in terms of content and delivery.



Training and Workshops

We work hard to ensure that all our sessions are informative and engaging and above all, have practical 'real life' use to attendees in order to meet their needs.

Workshops include training & support on:

- + Managing workplace relationships
- + Work-life balance
- + Managing conflict
- + Mediation skills
- + Managing change
- + Stress management
- + Positive parenting
- + Diet & exercise
- + Building resilience
- + Diversity awareness
- + Bullying & harassment



Employee Assistance Programme (EAP) Services

Your confidential counselling service is available 24 hours a day, 365 days a year. If there's an issue that's been bothering you or your employees, a simple phone call or email could set you on the path to a solution that may ultimately change your life for the better.

Whatever the issue, you can call us day or night on
Freephone 1800 995 956

Or, if you'd rather, email us at
eap@vhics.ie

Or, access your EAP Online Portal
www.wellbeing-4life.com