

*Whether you are an experienced supervisor or brand new to the role, there is always something to review or learn regarding performance management. This Special Edition of "The Successful Supervisor" introduces you to a new on-line EAP tool related to this area of your job. Entitled "EAP Refresher Training for Supervisors: Avoiding Missteps, Myths and Misconceptions", this module reintroduces supervisors to the role of the EAP in assisting employees' return to expected levels of work performance.*

*We are interested in your feedback. Email your questions and comments to the EAP at [askeap@eapsolutions.com](mailto:askeap@eapsolutions.com)*

*The "EAP Refresher Training for Supervisors" is designed as a self-guided course so that you can go at a pace which makes sense to you. It gives practical tips to address performance issues. And, it provides 13 short tutorials which support supervisors being proactive in dealing with employee work performance issues.*

*Below are examples of the kinds of issues addressed in the course.*

### Communication is Key

- Did you know it is never too early to call the EAP? Through the "Manager Consultation Services" the EAP will work with you to develop a plan to address the employee work performance issue.
- Calling the EAP before making an employee work performance referral is important. Find out particulars in this new course.

### Release of Information

- Use of EAP services is confidential within the bounds of the law. Even with performance based referrals, a signed release is needed to give information to the supervisor.
- There is also information you may not know which is contained in this section of the module.

### Referring to the EAP is a Good Thing

- New supervisors often feel they have failed in some way if they use the EAP. It means they can't handle the situation. Nothing is further from the truth. An important supervisor skill is knowing when and how to use resources. Both Human Resources and the EAP are key workplace resources whose job is to partner with you to achieve success.
- Experienced supervisors sometimes forget the EAP is available.

- These supervisors are used to relying on their own skills. There are times, however, when getting a third party involved is beneficial for both the employee and the supervisor. The EAP serves the needs of both.
- An important message to new and experienced supervisors is, don't wait until the supervisor employee relationship has deteriorated before involving the EAP. The earlier you call the better your chances of building an improved relationship.

### Anticipating Employee Reactions

- Some supervisors do not use the EAP because they are afraid of how the employee will react. What makes the EAP different from community counseling is that the EAP is a workplace based service. EAP professionals know and understand workplace culture, workplace stress and the challenges facing supervisors. The EAP will work with the supervisor to determine how best to approach the employee regarding an EAP referral.
- Coming to the EAP does not automatically mean an employee needs counseling. The EAP helps employees develop alternative strategies for being successful at work. When work performance issues develop, a combination of coaching and counseling may be needed. Check out this course for more information.

### How to Access the Training

- Go to [www.eapsolutions.com](http://www.eapsolutions.com) and click on EAP On/Line at the bottom of the Home Page.
- Click "For Managers/Supervisors (to the left), Training/Workshops (top left) and finally *Refresher Training for Supervisors*.