

The Successful SUPERVISOR

2010

May

Tips from  LifeSolutions

*Did you know that, in addition to the personal counseling/coaching services available to all employees covered under the LifeSolutions EAP benefit, managers and supervisors receive an extra benefit? Managers, supervisors, and HR have access to LifeSolutions' **Management Consultation Services**. Manager consultation is available 24/7 and is delivered by a trained professional, who is experienced in dealing with workplace issues and skilled in providing rapid responses to difficult workplace situations. As with all EAP services, manager consultations are strictly confidential. In this issue of *The Successful Supervisor* we provide guidelines for using this service and answer frequently asked questions. We are interested in your feedback to *The Successful Supervisor*. E-mail your questions and comments to EAP at ask@lifesolutionsforyou.com.*

Debra Messer, MA, CEAP, LifeSolutions

Manager consultations usually involve issues that fall into one of the following categories:

- ◆ **Managing Workplace Relationships:** Most issues fall into this category. They include teamwork struggles, civility issues, incorporating diversity or generational differences, morale and engagement, and handling change and transition. These issues often involve an entire work group and are not necessarily particular to one employee. The consultant's goal is to empower manager leadership and to explore interventions that will address the identified concerns.
- ◆ **Managing Job Performance:** Consultation provides managers with tools to deal with an *individual* employee's deteriorating work performance. LifeSolutions coaches the manager on how to approach the employee, when and how to refer the employee to EAP, and the coordination of this process with HR.
- ◆ **Critical Incident/Grief Management:** The EAP can provide support when people in a work group are facing a significant traumatic event such as the sudden death of an employee, an act of violence, or a natural disaster. Support includes manager coaching, provision of materials, referral to EAP counseling and/or debriefings when appropriate.
- ◆ **Manager Development:** Managers can call to explore their work-related challenges. The consultant provides a safe place to talk about the manager's *own* performance, feelings, reactions, etc., offers impartiality and supports the manager in setting and achieving personal goals.

FAQ

- ◆ **Who do I call to set up a consultation?** The easiest way to arrange a consultation is to call the National Service Center (NSC) at 1.800.647.3327. The NSC will provide immediate assistance or will direct your call to an EAP account manager if needed.
- ◆ **What about after hours?** Most consults occur within standard business hours. However, should you have a workplace emergency, call the NSC number and an on-call staff person will respond 24/7.
- ◆ **What happens when I call?** The consultant will gather standard information (name, position, business unit or company, phone, e-mail, etc.) and will ask you to describe the situation that prompted the call.

The consultant will seek as much information as possible (history, attempts to resolve the problem, etc.) in order to provide you with the best possible recommendations. Some situations are resolved through one contact; however, it is not unusual for consultations to consist of three or more contacts. Generally, the caller and the consultant will decide together when their next contact will take place and what needs to happen in the interim. Most consults are completed over the phone. If necessary, face-to-face meetings can be scheduled.

- ◆ **Can I use EAP instead of going to HR?** While you can always contact EAP and expect confidentiality, we recommend you go to HR for any issues related to policy, discipline, or significant changes in procedure or administration.
- ◆ **I called once and requested training for my staff. The consultant said "no" and wanted to "explore other strategies." What is that about? I thought I could ask for a training at any time.** Workshops are only one of a wide range of interventions that may be helpful in resolving or improving a workplace situation. Part of the consultant's job is to tailor a response specific to your situation and to support you in finding the intervention that will be the most effective.

Tune in next month when we will talk about team-building. In the meantime, call LifeSolutions with any questions.

Online Leadership Support



As leaders, what we do and say can have significant impact on those around us. *LifeSolutions* offers a series of self-guided online courses specifically developed to equip managers and supervisors with the appropriate tools to help make a positive impact in the workplace.

In keeping with the theme of this month's The Successful Supervisor, we offer the following Skill Builder courses:

Conflict Intervention

Defuse a potentially morale-draining work environment through successful conflict intervention.

In this course you will learn:

- ◆ How to assess the climate of a conflict
- ◆ Methods to help set the stage for a positive outcome
- ◆ Techniques to broker a resolution and follow-up advice

Managing Disagreement

As an effective leader, you can set the stage for individuals to handle their differences over workplace issues and decisions.

In this course you will learn:

- ◆ The principles and styles
- ◆ How to apply a four-phase process
- ◆ Ways to refine your skills

Emotional Intelligence in the Workplace

Emotional intelligence is a set of skills that enables leaders to understand, anticipate, and deal with our automatic reactions in the workplace.

In this course you will learn:

- ◆ Intelligent thinking about emotions
- ◆ The keys to behaving wisely
- ◆ Techniques for fostering emotional intelligence in others

Follow the steps below to learn more and to get started:

- ◆ Access www.lifesolutionsforyou.com.
- ◆ Click on the *WorkLife* login at the top right.
- ◆ Enter your company code. If you do not know your code, call 1-800-647-3327.
- ◆ Locate *Working* on the left-side menu.
- ◆ Click on *Effective Manager*.
- ◆ Click on *Skill Builder*.
- ◆ Click on the title that interests you and review the highlights of each course.
- ◆ You will be able to click on the link at bottom (within the Skill Builder highlight) to get started.

If you have questions, call **1.800.647.3327**.
