

EAP

Manager Guidance Notes

The Validium EAP is there to provide 24-hour counselling, support and guidance for all employees, whatever problems they are facing. The service is provided independently by Validium, offering confidential assistance to managers too. As a manager you can call for help with personal, practical or work-related problems like other staff.

In addition, as a manager the service provides you with:

Guidance when assisting staff with their problems

If you have an employee who has shared a difficult problem with you – for example, domestic violence or a marital break up – and you would like some guidance on how to assist them, Validium's counsellors can give you the benefit of their experience and help you to formulate a plan of action.

Support in tackling difficult management issues

You may be faced with a difficult or unusual situation to manage, for example a conflict between team members, a traumatic incident, or long-term sickness. Using a counsellor as a sounding board can often help in identifying the options available to you and give you support in managing the situation.

Help with responding to the early warning signs of stress

There are many possible early warning signs of stress, including emotional behaviour, lateness, absence, mood swings, and a decline in performance or motivation. The Validium EAP staff can give you assistance in recognising these signs and interpreting what they may mean. If a member of staff is suffering from stress, it is important that the situation and its causes are tackled. Counsellors can give you help to identify the best way to approach the individual and the sort of actions that may be needed.

Support in developing skills

You may not have a problem, but sometimes you may become aware that there are aspects of the managerial role that you find difficult, or which are uncomfortable for you. Counselling can be used as a developmental tool to enable you to address skill needs such as assertiveness, interpersonal communication or time management.



The opportunity to refer staff for professional help

Sometimes as a manager you are expected to be an expert in everything. This is not possible, and inevitably you will meet situations which are beyond your expertise or where you lack the time or the skills to help the individual concerned. Examples might be individuals who are self-harming, are alcoholics or have gender or sexuality issues. The Validium EAP is a place to which you can refer staff so that they can receive help from people professionally trained to deal with their problems. Referring staff to the service can also help to free up your time so that you can focus on your priorities.

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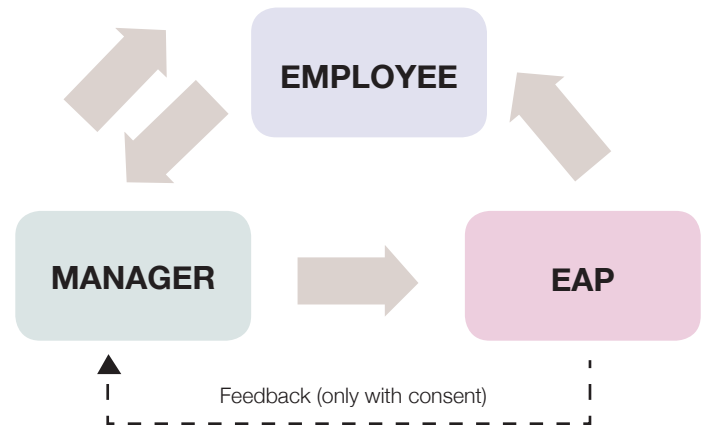
There are two main types of Validium EAP referral:

An informal referral

This is where an employee discusses a problem with a manager, and the manager reminds them about the help offered by the Validium EAP and encourages them to make contact. There is no need in this case for the manager to contact the Validium EAP, unless they wish to talk the situation through themselves.

A management referral

This may be needed when an employee's problems are sufficiently serious that there is a major effect on performance, and the individual is not responding to the normal management efforts to resolve the difficulty. Here, as part of an agreed action plan to try to tackle the problem, the manager formally refers the individual for help from the Validium EAP, alongside other actions that are being taken. This ensures that the employee is being offered help to deal with the causes of the problem, as well as having the effects at work managed. In this instance, the manager contacts the Validium EAP to start the referral process and discuss the situation. The counsellors call the employee, and with the employee's consent, can then call the manager, simply to let them know that the individual has made contact and is receiving support.



Information on issues of concern

If you are in need of information on any issues relating to the management of staff, the Validium EAP can assist. It may be that you need information on the working hours' directive, on getting psychiatric help for someone, or on agencies that can help with specific issues.

Assistance in bringing staff back to work after an absence

Managing the transition from long-term sickness to a return to work and full performance can be a lengthy and difficult process. The Validium EAP can offer help in identifying the assistance that the staff member may need and the sort of agreed action plan that can make the transition effective.

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