INCREASE SUPERVISOR REFERRALS TO YOUR EAP



- ✓ IDENTIFY MORE
 "AT-RISK"
 EMPLOYEES
- ✓ SKYROCKET EAP VALUE
- ✓ MARKET YOUR EAP

Never Late!
Arrives Early!
Authored
by Pros!

FRONTLINE SUPERVISOR

Since 1994 – the world's only EAP newsletter for supervisors

Keep supervisors thinking about the EAP, encourage more referrals, help more at-risk employees, increase program value and impact

Work Excel com

Employees—Your Most Valuable Resource

WHAT SUBSCRIBERS ARE SAYING...

"Thanks [for your newsletter], I can't tell you how much our client companies appreciate what you are writing. Always a big hit with managers we work with and very helpful for them! Keep up the good work."

David Worster, Director NH EAP Collaborative, Concord, NH

"Every month I tell my clients ...'this is particularly good issue' and every month it truly is!" This is a great resource. Thank you so much."

Elizabeth Robinson, LMFT, CEAP, Manager, EAP *University of Connecticut, Farmington, CT*

"The FrontLine Supervisor is like putting out my own newsletter without any of the headaches."

Ted Walker, Reliant Behavioral Health *Portland, OR*

"The U.S. Coast Guard is an 'operational service'. My supervisors can read THE FRONTLINE SUPERVISOR in 10 minutes. They learn how to keep their people working at full throttle!"

Jody Burcham, EAP Coordinator, U.S. Coast Guard Kodiak, AK "...We distribute THE FRONTLINE SUPERVISOR monthly under our own letterhead and have had numerous calls of appreciation for this added service."

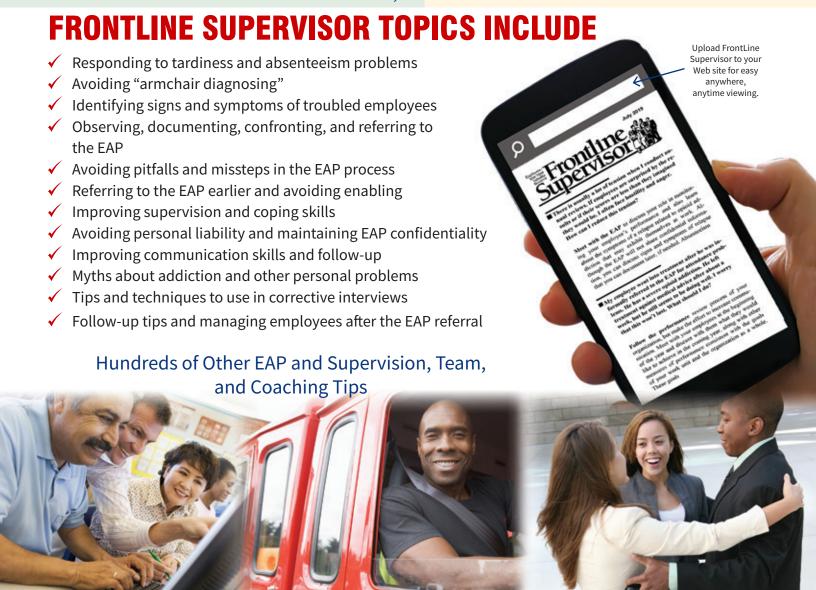
Mark Derbyshire, Director, Carilion EAP Roanoke, VA

"This is the most employee assistance appropriate newsletter I have ever seen. Thank you for a job well done."

Barbara Sheffield, EAP Program Director Santa Barbara, CA

"THE FRONTLINE SUPERVISOR is our most effective tool for helping managers and supervisors in our client companies. They tell me they keep each issue and refer back to them."

> Ted Larrison, EAP Manager, Southern Hills Counseling Center Jasper, IN



The Most Powerful Way to Increase Supervisor Referrals to the EAP

For Supervisors and Team Leaders!

Educates supervisors and motivates them to refer employees to the EAP. Articles each month include practical information and tips on correctly using the EAP in supervision. GUARANTEED TO INCREASE EAP UTILIZATION!

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Educate and Help Supervisors Stop Enabling

Keeps supervisors thinking about the EAP and reminds them to confront and resolve performance problems with troubled employees. Your EAP stays visible and your training with supervisors continues all year! The EAP's relationship with the organization grows!

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Poor job performance or ctory quality of work is obviously the number one issue with troubled employees. Be-yond this, what is the nost common problem ong troubled employees, and how should su-

over 200 supervisors and discovered that the most common employee problem (other than poor job performance) is "inability to get along with others." Conflict and friction between two employees are not uncon beware of employees who (1) blame others for their problems, (2) make others feel guilty for not living up to their expectations, (3) show an inabil-ity to own "their half" of problems, (4) have little insight into their behavior, (5) view discussions about their behavior as personal attacks, and (6) are overly adept at making excuses. These behaviors in combin unlikely to respond to a corrective interview with you. Making an early referral to the EAP along with well-written documentation is recon (If you need help with constructing effective documentation, consult with

■ Can I refer an employee to the EAP to help him or er deal with boredom? One of my best workers expressed loss of interest in the work and labeled it boredom. I know this is not a psychological problem, but can the EAP help address it? Work with your employee to examine how the job can be structured in a way that rekindles interest. If you don't see an immediate rally, suggest help from the EAP. Your employee's boredom could be linked to depression. De-pression costs business and industry about \$44 billion a year, according to the American Psychiatric Association. There are other symptoms of depres-sion visible to others in the workplace. Do you see any? They include withdrawing from the team, isolating oneself, being indifferent, putting things off, missing deadlines, seeming absent-minded, procrastinating, being late to work, and more. All are quantifiable performance measures. Your employee may not go to the EAP, so be prepared down the road to consider a formal referral as needed. Note that the problem of boredom is a good example of how something that appears minor could be a symptom of a serious condi-

I referred my employee to the EAP this morning es. When he co ck to the office thi

If your employee went to the EAP and you p program in arranging the referral, you should get confirmation of participation if a release was signed. Regardless, meet with your exployee and discuss the essential duties of his position, the reasons for the refe

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Higher EAP Utilization and More Supervisor Referrals— Guaranteed.

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- ✓ Build more effective relationships with management
- ✓ Increase EAP value
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- ✓ Subscriber hotline takes your article ideas!



"We send Frontline electronically and every month I get at least 2 or 3 individuals who e-mail me back and thank us for sending Frontline. It is a great way to keep EAP fresh in people's minds, and they really enjoy the quickread articles. Thanks for the great product!" Leah Szemborski, Ministry Healthcare EAP

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