



**HELP YOUR
TEAM REACH
THEIR
POTENTIAL.**

Getting the help you need is simple

If you are needing guidance, give AccessEAP a call to find out how we can help. We're available by telephone 24/7 to provide immediate help for urgent matters.



CALL US

In Australia call

1800 81 87 28 or (02) 8247 9191

In all other countries, please refer to the 'contact us' page on our website.

For more information

w accesseap.com.au
e info@accesseap.com.au

To access the password protected Client Area of our website for the first time, register yourself with your company email address.



MANAGER AND LEADER

EMPLOYEE ASSISTANCE
PROGRAM RESOURCES





MAXIMISE POTENTIAL

Are you a manager or leader looking for guidance and support?

Your Employee Assistance Program (EAP) is a professional service that offers counselling, guidance and support to employees and helps empower you, as a manager or leader, to maximise their potential.

Your EAP can help you address people management issues such as employee performance and other situations you may be unsure how best to handle. It can help make your job easier, achieve team goals and help you bring out the best in your team.

The EAP is an excellent management tool that will benefit you as a leader. Your EAP can help you;

- **Provide encouragement and support to your team during difficult situations**
- **Be a better leader**
- **Address seemingly small issues early before they become larger problems**
- **Develop a plan to manage employee performance issues**
- **Provide intervention for personal issues which interfere with workplace productivity**
- **Retain a more satisfied and productive workforce**

IMPROVE COMMUNICATION

Manager Support

Manager Support assists with behaviour or performance concerns and improves workplace communication. Managers, supervisors and team leaders can call AccessEAP for impactful advice on how to refer an employee to the service, how to manage a challenging employee and how to cope with changes and challenges in their role.

Common situations for which managers seek assistance from Manager Support are;

- **Dealing with challenging employees**
- **Discussing poor work performance with employees**
- **Encouraging an employee to use the EAP**
- **Managing an employee with a mental health concern**
- **Managing a traumatic event in the workplace**
- **Dealing with organisational change processes**
- **Breaking bad news to employees**

OTHER SERVICES

Critical Incident Responses

AccessEAP provides crucial advice, training and coaching to support organisations in effectively managing traumatic incidents in the workplace such as fire, death, industrial accident or robbery.

Training

A range of training programs covering topics such as Building Resilience, Coping with Change, Stress Management, Workplace Conflict and Negotiation and Performance Management are available.

DEVELOP AWARENESS

Role of the Manager or Leader

Managers and leaders play a critical role in an organisation's performance and understanding good mental health is a vital contributor to the effectiveness of employees. Recognising the early warning signs of an employee in difficulty or distress, knowing how to talk to the employee and how to refer them to the EAP are critical skills.

Common early warning signs include;

- **Changes in work performance**
- **Withdrawal from interaction with others**
- **Being oversensitive or defensive**
- **Loss of interest and motivation**
- **Increased absenteeism or lateness**
- **Emotional outbursts, especially over minor matters**

Coaching

Coaching aims to bring about a sustained, positive behavioural change and improve the quality of the employee's working and personal life. Coaching is focused on wellness and optimising performance and wellbeing. Managers and leaders can refer employees as part of a talent retention strategy.

Mediation

Independent support is available to help resolve conflict within the workplace.