

How can the EAP help my employees with customer service stress?

ERC can be a valuable tool in assisting your staff with work-related stress. First, you may want to consider surveying employees to see what they define as the main stressors regarding customer service demands. This is a broad topic and could include burnout, physical demands, dealing with angry customers, training needs, resources issues and more. After identifying the most troublesome areas, meet with your ERC representative to discuss how the EAP can help with the needs of your team and individual employees. Helping your employees deal with stress is a smart business move overall.

I am concerned about an employee who works too much. I've considered making a referral to EAP; however, performance evaluations have always been outstanding. How should I proceed?

Start by creating a corrective action plan to address your concerns. The plan should outline a reasonable workload and its expectations. Try to include clear examples and specifics related to your concerns. You can also encourage a self-referral to the EAP as a resource to help the employee to explore other factors that might be influencing their behavior. Emphasize the confidentiality of the program and it's no cost. Later, if needed, a more formal referral to the EAP can be made for failure to maintain the level of performance outlined in the plan. Employees with strong work ethics are to be admired. Yet, if you believe you are observing something different that may be impacting the health and well-being of the employee, then action is needed. Obsessive-compulsive behaviors, codependency issues, drug use, or a mental health problem with a manic component to it, could each explain the behavior you are witnessing. However, it is important you do not try to diagnose a mental health issue. This is where a formal referral to EAP could be beneficial in assisting the employee if they are not able to adjust their work habits through the corrective action plan.

I have an employee who comes to work with a slight smell of alcohol on the breath. He appears perfectly sober and capable of work. I haven't had a problem at all with him. Should I be sending him for testing even though I don't have any other reason to be suspicious?

First, review your organization's drug and alcohol policy for guidance on how to proceed. Also consult with HR, your manager and the EAP. Not all employers have similar drug and alcohol policies. While some prohibit alcohol consumption by employees during the workday, other businesses may have no such provision. Alcohol on the breath may signal maintenance drinking; in which the employee consumes alcohol to prevent symptoms of withdrawal. High tolerance in such instances would allow the employee to appear sober, even though he has a relatively high blood alcohol content, which would make him a safety risk. On the other hand, there are medical conditions that can cause a person's breath to have an alcohol like-odor. Either way this concern should be addressed, but it is vital to proceed in the correct manner.



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specific guidance on handling individual employee problems, consult with your EAP Counselor. Copyright © 2016 by DFA