

How do supervisors interfere with the perception that the EAP is confidential?

Some strategic thoughtfulness about helping ERC maintain a strong perception of confidentiality is important to program utilization. Supervisors can increase the credibility of the EAP and promote a sense of security for the employee about utilizing these services by clearly communicating and reinforcing ERC's confidentiality standards. If you are not familiar with all of the efforts that ERC takes to ensure the confidentiality of our clients, please call and speak with your account manager. On the other hand, supervisors can cause harm to the perception of confidentiality by discussing with other employees those who have been referred to the EAP or by singling them out. Remember the EAP is a confidential benefit for your employees and to achieve the best utilization it needs to be treated as such.

I know supervisors should play a role in reducing stress, but my big fear is that this will result in lower productivity. Isn't it a catch-22?

Many supervisors fear that if they are proactive in helping employees deal with stress, everyone in the workplace will slow down, thereby harming productivity. According to the '2016 Work and Well-Being Survey' released in June by the American Psychological Association, the five most stressful problems facing employees are long hours, low pay, lack of opportunity for growth and advancement, too heavy a workload, and unrealistic job expectations. The survey shows that at least 40%-50% of employees report either "very significant stress" or "somewhat significant stress" associated with these factors. Simply by talking with your employees, you will discover ways to reduce their stress but not their productivity. Reducing employee stress is more likely to increase their productivity! If you are in doubt with how to help, ERC has several trainings available to assist with work/life balance, stress reduction and mindfulness that can be incorporated into your wellness program. A complete list can be found on our website (www.ERCincorp.com). Source: <http://www.apaexcellence.org> [Search: "2016 work life study"]

I have attempted to refer my employee to the EAP four times. Each time, the employee gave me good reasons not to refer him. Where am I going wrong?

Consult with ERC to better understand what makes for an effective referral. Some troubled employees provide compelling reasons for the supervisor to postpone corrective action for performance issues. Be decisive because the chronic nature of problems may be associated with greater risk. Chronic problems often result in larger crises, and these can have significant consequences for the organization. Reducing this risk by combining proper administrative decisions with use of the EAP is what makes the program the perfect partner in loss prevention.