



Support for managers and supervisors

Every day you juggle priorities, deal with deadlines and make decisions for your team.

Along with these demands on your time and energy, managers are also responsible for providing a healthy and productive workplace for their employees. This can include keeping in touch with employees to ensure that they have the support that they need, and promoting open two-way communication within your workplace.

In fact, managers are key to promoting and maintaining a healthy workplace culture. Even a single comment, action or intervention by a manager can have a positive impact on the wellbeing of an entire team. And it's a proven fact that a positive environment leads to higher employee engagement, resilience and retention. It can even lead to improved employee performance, decreased stress levels, and better mental and physical health.

At your fingertips is your EAP. In addition to the program providing support to your employees for work, health, and life concerns, it is also designed to offer managers, supervisors, and people leaders advice, consultation and resources they need to promote and maintain a healthy working environment.

Manager consultations
These confidential one-on-one telephonic consultations are available 24/7 for managers. Our counsellors can help with advice and guidance to help you manage the unique and sensitive situations you're facing in the workplace. It could be workplace conflict, how to help a grieving employee or addressing a mental health concern; let us help.



Even in the healthiest environments, managers can encounter employees who are faced with personal or work-related problems. Whether the problem is stress, a change in job responsibilities, or a child/elder care issue, the results can include missed time at work, distraction from day-to-day activities or 'presenteeism' (when an employee is at work, but spending their time focusing on non-work related tasks and issues).



A helping hand

- Suggest the EAP to employees when you are concerned about wellbeing or safety
- Use the EAP as an aid to performance management. This is not designed or meant to replace your existing internal HR performance management processes or protocols, but to provide additional support or resources.
- Use the EAP as an aid to performance management
- Offer EAP support to an employee if he or she expresses concern about a personal or work-related challenge



Insight and clarity

- Check out [online resources](#) specifically for managers, including the [Manager Toolkit](#)
- Receive information to better understand an employee's situation



Consultation

- Call for a management consultation on how to handle sensitive employee issues; you can explore options, brainstorm solutions and work on action plans
- Call to receive advice and expertise in areas that you may not specialize in

Your EAP offers a hands-on approach to problem solving that saves you time and energy.

