

Supervisor's Guide



APS Healthcare's Employee Assistance Program (EAP) helps your organization's employees and their families cope with a variety of personal and career-related concerns in a confidential manner. Our professional staff is dedicated to solving problems that affect personal well-being, performance and productivity.

Using the EAP

The EAP is a tool for supervisors as they oversee their organization's primary resource—people. Personal concerns are often carried into the workplace where they can cause performance issues. Unacceptable job performance issues may include the following:

- absenteeism and tardiness
- late or missing assignments
- conflict with co-workers
- poor judgment resulting in serious errors or accidents
- ongoing decline in productivity

At APS Healthcare, we understand the supervisory challenges involved in dealing with a troubled employee, and we are available to provide consultation and support to managers and supervisors.

The EAP is not a substitute for your organization's normal policies and procedures. Some organizations prefer or require that their supervisors/managers contact their human resources office before scheduling a supervisory consultation with APS Healthcare. (*over*)

To speak with an EAP professional, call:

800.999.1077

*Services are available 24 hours a day,
seven days a week.*

What to Do

- Focus on specific performance concerns
- Address performance problems
- Offer support
- Stay calm and collected
- Document, document, document

How Should I Communicate with the Employee?

- Schedule a private session to go over job concerns.
- Talk about their positive contribution and value to the organization.
- Convey concern about decline in job performance using your written documentation.
- Clearly communicate what is unacceptable performance.
- Clearly define your expectations for improved performance including a time frame in which corrections are to occur.
- Go over corrective action process and what will happen if no improvement occurs.
- Recommend help through the EAP. Remind the employee that the EAP is 1) prepaid; 2) confidential, except as required by law/regulation; and 3) designed to help employees resolve personal problems.
- Assure the employee that use of the EAP does not jeopardize job security and that it is not a means to avoid disciplinary action if their job performance remains unsatisfactory.

Unless you or the employee feel it necessary, the first interview usually does not result in an administrative referral to the EAP. The employee should be made aware of the EAP during this first meeting. S/he can then contact the EAP on their own time before more serious performance problems develop.