

The Successful Supervisor

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Tips from *LifeSolutions*

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This is a Special Edition of the Successful Supervisor...one with exciting news. EAP Solutions is changing its name to LifeSolutions which more accurately describes all that we offer to employees, supervisors and the company you work for. This issue provides an overview of what you can look forward to.

We are interested in your feedback. Email your questions and comments to the EAP at askeap@eapsolutions.com

Employee Assistance Programs (EAPs) began over 60 years ago when co-workers, mostly union members, began to actively help each other deal with alcohol problems. Companies realized two things: 1) alcohol problems can be successfully addressed and 2) by helping an employee recover, the company maintains a most valuable resource...that employee. The individual's job experience and company knowledge don't go out the door and costs associated with bringing in a new person are avoided. It was and continues to be a "win/win" for the company and the employee.

Over the years, EAPs broadened the types of challenges addressed to cover the full range of personal and work related issues facing employees and companies. This view of EAPs helping "people in trouble and troubled people" is the current view most supervisors, employees and company leaders have today. And, these services are among those provided by your EAP.

The current workplace environment where everyone is expected to do more with less presents new challenges however. And if your EAP is going to be effective in supporting you as a supervisor and those you manage, it needs to find ways to effectively meet these challenges.

EAP Solutions changed its name to *LifeSolutions* with a mission to offer employees solutions for *Balancing Life, Work and Wellness*. We provide specific resources by phone, on-line and in person; in effect, we are a one-stop shop for personal, family and work related solutions.

What does this mean for you as a supervisor? Many things.

1. Information and resources are at your finger tips.
Website Capability: You can access immediate information to help problem-solve a workplace situation. Go to www.eapsolutions.com and click on the "For Managers and Supervisors" box on the right side of the home page. That will bring up options including "Articles and newsletters", "Helpful Online Resources" and "How to Make a Referral".

Click on any of these boxes to access articles providing practical tips to use at work.

2. Suggest web-based resources to employees.
 - The same access to immediate information and resources that can work for you is available to your employees.
 - When an employee talks with you about the challenge of managing everything, suggest consulting our website. By clicking on "For Employees and Family Members" the employee has access to "Worklife Services" information as well as other "Helpful Online Resources" to balance work and personal life.
 - By using these resources yourself and suggesting them to your staff, you are modeling ways to effectively and efficiently problem-solve, which is an essential skill-set for today's workplace.
3. Supervisor consultation continues to support your success.
 - *LifeSolutions* is a work-based program. Our staff has expertise in understanding the impact of human issues in the workplace. Our manager consultants are available to think with you and offer strategies to manage change, effectively respond to workplace stress, and manage yourself to maintain your health and balance.
 - Supporting you so that you can support your staff is the goal here and consultation is only a phone call away: 24/7.
4. Recommending *LifeSolutions* to staff.
 - Utilizing resources for solutions to work and family challenges is so much broader than thinking about "trouble".
 - The language you use with your employees will establish a proactive link with *LifeSolutions* as a partner in finding solutions rather than waiting until there are major problems.