



Supervisor NEWSLETTER

Employee Assistance Program
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Challenging Workplace Scenarios & How Your EAP Can Help

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As a supervisor, your job is often a complex balancing act of managing the tangible tasks of running a department, with the intangible art of supporting the individuals doing the work. The latter can be uncomfortable, especially when unusual circumstances or volatile emotions are involved.

COMMUNICATORS

Supervisors who are lucky to have HR departments can count on them to skillfully handle tricky situations, but not every company has an HR team. And even those that do occasionally need assistance problem-solving an awkward situation. This is where your EAP can help.

As licensed mental health counselors who deal with a wide variety of issues and crises, your EAP Account Executives are here to assist you with consultation, support, and resources. While each situation and employee is unique, many problems at work seem to be universal and impact companies large and small. Over the years, your EAP clinicians have supported supervisors through these and many other workplace issues:

- **Employee Affairs at Work**
- **Employee/Supervisor Affairs at Work**—How to deal with negative impact on other employees such as perceived favoritism, power differential, and potential sexual harassment should the affair end, etc.
- **Domestic Violence**—How to keep the employee and workplace safe.
- **Conflict Between Employees**—How to handle the hostility and restore the workplace calm. The EAP can offer strategies for addressing conflicts between employees.
- **Conflict Between Employees and Managers**—especially, when a new manager is hired or an employee is suddenly promoted and managing his/her once peers.
- **Employees Who Have Made Violent Threats On or Off Work (including through social media)**
- **Employees with Difficult Personalities**—those who everyone tolerates until someone just can't any longer, such as a new manager.
- **Problematic Management Styles**—controlling, hands-off, micro-managing, absent, or overburdened with too large a staff to manage.
- **Explosive Managers, Business Owners, Physicians, or other High-Ranking Employees**
- **A Culture of Constant Change**—new company owner, downsizing, layoffs in public sector.
- **Drug/Alcohol issues Affecting the Workplace**
- **Employees with Mental Health Conditions Affecting the Workplace or Their Ability to Perform**
- **Bereaved Employees**—How to support spouses and children of deceased employees, as well as co-workers who are grieving the loss of one of their own.
- **Suicidal Employees**—How to intervene, what resources to offer, how to best support someone and keep everyone safe.

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Your EAP service is free, confidential and available 24/7 to help you balance your work, family, and personal life.

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- **Employees with Critical Illnesses and How to Support Them While at Work**—What to say, accommodations to consider, and how to deal with its impact on other team members personally and on department workflow.
- **“Isms:” Ageism, Sexism, Racism, Favoritism**
- **Financially Vulnerable Employees**—facing homelessness, living in cars, asking for payroll advances.
- **Employees Who are Caregivers**—overwhelmed, poor work performance, absences and late to work.
- **Gambling-Addicted Employees**
- **Employees Who Chronically Break Company Rules**
- **Abuse of Cell Phone and Internet**
- **Body Odor and Poor Self-Care**
- **Use of Cologne or Perfume in a Fragrance-Free Workplace**
- **And many others...**

As you can see, there are a myriad of concerns our client companies have been confronted with and had to address, and they’ve done so with the EAP by their side. Should you find yourself in any of the situations above, please don’t hesitate to call your EAP and ask for an Account Executive. You can reach us at (800) 777-4114. We have your back!

