

Keeping in touch



LEAD WITH conficence YOUR EAP PARTNER IN

EADERSHIP SUCCESS

By Jara Enger | Village Account Executive

Being a supervisor isn't easy. You juggle deadlines, personalities, and morale—often while managing unexpected challenges. The good news? You don't have to do it alone. The Village Employee Assistance Program (EAP) helps you build healthy, productive teams.

When Leadership Gets Tough, We've Got Your Back Picture this:

- Scenario 1: A top performer starts missing deadlines and showing up late. You suspect stress. but how do you start that conversation?
- Scenario 2: A disagreement between two team members spirals into conflict, creating tension across the team.

These moments can feel overwhelming, but help is just a phone call away. Call 1-800-627-8220 and ask for the <u>Supervisor Helpline</u> for confidential guidance on constructive conversations, workplace safety, and more.

Supervisor Referrals: Show You Care

When one employee struggles, the whole team feels it. Here's how referrals work:

- Informal Referral: Use when there's no performance concern. Example: A supervisor encouraged an employee facing personal challenges to contact EAP. The employee got support and their stress dropped which helped improve focus. (Note: Supervisors won't know if employees use EAP services.)
- Formal Referral: Use when documented performance issues persist or after a Drug-Free Workplace violation. Example: A supervisor consulted EAP and initiated a formal referral to ensure compliance and support.

Both <u>options</u> demonstrate care and help restore productivity.

Crisis Response: Act Fast, Support Well

Critical incidents (like accidental death, suicide, homicide, or robbery) can shake a team.

The Village EAP provides <u>crisis management services</u> such as:

- Crisis Management Briefings: Group sessions to share facts, normalize reactions, and outline coping strategies.
- Critical Incident Stress Debriefings: Structured smallgroup discussions to reduce trauma and restore functioning.
- Provider on Site: One-on-one sessions for employees needing extra support, plus referrals for ongoing care.

Quick, targeted interventions help employees recover faster and maintain workplace stability. Tip: Communicate clearly and remind employees EAP counseling is confidential.

For immediate assistance, call 1-800-627-8220.

Training & Consulting: Build Stronger Teams

Boost leadership and communication with <u>EAP training</u> on motivation, wellness, and compliance. Example: A "Stress Management and Resilience" session helps teams lower stress and increase engagement.

Champion EAP Services

Normalize mental health conversations by:

- Mentioning EAP during meetings and onboarding
- Sharing success stories (without breaching confidentiality)
- Encouraging employees to use EAP for stress, conflict, or personal challenges
- · Modeling healthy behavior

Access the EAP Quick Start Resource Hub for promotional materials.

Your Employees Don't Have to Go It Alone

EAP helps employees and their household members with emotional issues, substance concerns, relationships, workplace challenges, financial/legal services, and more.

Your leadership matters. Let us help you succeed. Call 1-800-627-8220 or visit www.VillageEAP.com.