



Managerial support

Your Employee Assistance Programme (EAP) provides 24-hour counselling, support and guidance for all colleagues, whatever problems they are facing. The service is provided independently by HealthHero and also offers confidential assistance to managers and other stakeholders who are supporting individuals at work.

What is it?

Managerial Support is provided by our specialist counsellors who offer help and guidance that focuses specifically on the 'human aspects' of difficult situations, conversations, incidents or events.

The support offers:

- a confidential resource where you can explore issues, options and approaches
- a robust resource to assist with managing change and 1:1 communications
- a source of guidance with issues affecting staff
- a tool to assist with self-development

Why would I use it?

Managers can find independent, non-judgemental support especially helpful:

- understanding of the impact on team members
- to consider the possible reaction of others and the likely outcomes
- as part of your professional development
- to build self confidence
- to develop personal resilience
- to become more assertive in dealings with others
- to enhance people-management skills

When would I use it?

Below are some examples of when managerial support may be used.

- Assisting colleagues with problems

If you have a colleague who has shared a difficult problem with you, for example, domestic violence or marital break-up, our counsellors can give you guidance on how to assist them and help you to formulate a plan of action.

- Tackling difficult management issues

You may be faced with a difficult or unusual situation to manage, for example a conflict between team members or a traumatic incident. A counsellor can often help in identifying the options available and support you in managing the situation.

- Responding to the early warning signs of stress

There are many early warning signs of stress, including mood swings, lack of motivation, absence or a decline in performance. A counsellor can assist you in recognising these signs and interpreting what they may mean, as well as guiding you on the best way to approach the individual and identify a positive way forward.

Developing skills

Even the most experienced managers will come across aspects of the managerial role that you find difficult, or which are uncomfortable for you. Counselling can be used as a developmental tool to enable you to address skill needs such as assertiveness, interpersonal communication or time management.

Referring colleagues for professional help

As a manager it is not possible to be an expert in everything. You may encounter situations beyond your expertise or where you lack the time or the skills to help the individual concerned. As a manager you can refer an individual to the EAP to receive help from people professionally trained to deal with their problems.

There are two main types of referral:

An informal referral

This is where an individual discusses a problem with a manager, and the manager reminds them about the help offered by the EAP and encourages them to make contact. There is no need in this case for the manager to contact the EAP, unless they wish to talk the situation through themselves.

A formal referral

This may be needed when an individual's problems are impacting their performance, and the individual is not responding to the normal management efforts to resolve the difficulty.

Here, as part of an agreed action plan to try to tackle the problem, the manager formally refers the individual for help from the EAP, alongside other actions that are being taken. This ensures the individual is being offered help to deal with the causes of the problem, as well as having the effects at work managed. In this instance, the manager contacts the EAP to start the referral process. As part of the process, it is necessary to obtain consent from the individual being referred for support. Once consent has been received, a counsellor will attempt to contact the individual and will then feedback to the manager whether or not contact was made successful.

How do I use it?

This is an entirely confidential resource, so even if you are unsure how we may be able to help, it takes just a few minutes of your time to call and provide some brief information to see what the options may be.

Contact your EAP for managerial support.