



Health

EMPLOYEE ASSISTANCE PROGRAMME

Manager Consultancy

As a manager, you'll want to support the health and mental wellbeing of your teams. Manager Consultancy, part of your **Employee Assistance Programme**, provides experts to assist and guide you through difficult people management challenges and supports you where you may wish to refer an employee into the service.



Guidance on the unknown

For advice and guidance from managing absence to making an effective referral, we've got teams waiting for your call. The Be Supported website is also packed with useful tips and videos to guide you through some common people management situations.



Supporting your employees

There are many reasons you may want to refer an employee to the EAP:

- You are worried about their mental health.
- They are experiencing work related issues.
- Your employee has mentioned feeling anxious, stressed or depressed at work.

A referral allows you to signpost onto experts in these areas. Feedback will provide you with the assurance that your employee is engaged in the process and being supported.



Referrals made easy

Before making a referral to the EAP, you must discuss it with your employee.

It's important that your employee understands what to expect, so please share the 'Employee Assistance Programme (EAP) – Employee Referral Guide' with them.

When you call with your referral you'll be prompted to provide a few details (see referral form for these).

We'll also ask you to confirm that your employee is happy for us to process their personal data and that you have their consent to continue.



What happens next

Once we've taken all of the employee details from you;

- We'll make three attempts to contact the employee.
- Where appropriate, we'll offer your employee support and guidance.

We'll let you know we've made contact and if we've recommended an aspect of the EAP service. It's up to the individual to disclose further details.

Whatever your worry, we can help you through it

For support and guidance from your Employee Assistance Programme

Phone

Lines are open 24 hours a day, every day of the year.

Go to

Username:

Password: