

***"I wish more of my staff would use LifeSolutions' services. I hear talk of struggles with adolescents, elderly parents, finances, and lots of other issues that I think EAP could be helpful with. What can I do to promote LifeSolutions with my staff?"*** Managers/supervisors are key when it comes to promoting awareness and utilization of an employee assistance program. You care about your staff as people and you need them to be at their best at work. Encouraging them to access LifeSolutions for personal or work-related needs is both a compassionate action and a good strategic move. In this issue, *The Successful Supervisor* addresses how you can be a LifeSolutions/EAP champion. As always, we are interested in your feedback and/or questions. Please email your questions and comments to the EAP at [ask@lifesolutionsforyou.com](mailto:ask@lifesolutionsforyou.com). or contact an EAP account manager at 1.800.647.3327.

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People are often distracted or overwhelmed by work, family, or personal issues. Juggling life's demands leaves all of us stressed at one time or another. Staff may be burdened with debt, their teenager may be driving them crazy, or they may have just lost a loved one. Recognizing that employees are its most valuable asset, your organization has partnered with LifeSolutions to provide the support and resources needed to help meet challenges like these. One of your tasks as a leader is to help staff be aware of LifeSolutions services so they can enjoy their personal life and be productive and engaged at work.

#### **Why don't employees use LifeSolutions' services?**

There could be several reasons that someone might hesitate to use the EAP:

- ◆ The employee may be unaware of this workplace benefit or it maybe "off the radar." With information overload at an all time high, it's easy to forget about valuable resources that may have been introduced at a time when the employee didn't see it as relevant or needed. It can be helpful to have someone remind them that the services are available when they *do* need them.
- ◆ Employees continue to be concerned about confidentiality. You can assure them that LifeSolutions is completely confidential and that no one will even know they are attending sessions unless they sign a release of information.

- ◆ Employees often think the EAP is just for someone who has a drug or alcohol problem, needs mental health counseling, or is in trouble at work. This is the old stigma around the EAP — it's just counseling for those big issues! It is vital to send the message that LifeSolutions is there for everyday issues ... issues that most of us deal with at some time or another. There are times when most of us could benefit from an objective, third-party ear enabling us to hear a different perspective on things and able to offer resources that will help.

#### **What can managers do to promote LifeSolutions?**

- ◆ Discuss LifeSolutions at staff meetings — at least once a year, but hopefully a couple times a year! Use *LifeSolutions' Corner* as a script for talking about the EAP. (The Corner begins with a typical employee scenario and how the EAP could be helpful with that particular issue.)
- ◆ Post *LifeSolutions' Quarterly*, our employee newsletter, in your break room. Remind employees that it is available, highlight the theme, and note that LifeSolutions is a resource for any personal, work-related, or work/life need. (The newsletter can be found on our website.) "Talking up" the EAP keeps it on staff's radar and normalizes it as one of our benefits, like PTO or health insurance — easily accessed and important to use to stay healthy.

◆ Recommend *LifeSolutions* when you know a staff member is struggling with an issue. Often staff will confide in you about personal issues. You can listen with empathy and then offer the EAP as a resource — not suggesting they need counseling but that it's smart to take advantage of resources available, especially ones that are free and confidential. You offer the EAP because you care about the staff member and because you need them to be their best at work. So the EAP is really an engagement tool as well as supporting productivity — a win-win — both for the employee and the company.

- Have an employee struggling with debt? *LifeSolutions* has financial consultation that will help with budgeting and can connect the employee to debt management resources.
- Have an employee who wants to advance his career or evaluate career interests? The EAP is there to support the employee's review of his or her options, help with resumes, and coach interviewing skills.
- Have a frustrated staff member who is having difficulty communicating with a co-worker? The EAP can provide communication skills coaching that can make talking with a difficult co-worker easier.

You can be *LifeSolutions*' champion! You have much more influence than you realize and a positive word about the EAP or a gentle nudge to "give them a call" is all an employee may need to take the step that will connect them with support and resources.

Please contact us at 1.800.647.3327 if you have any questions about *LifeSolutions* or would like more ideas in promoting our services.

To use our *WorkLife* Resource Center,  
email or call us for your company code:

**ask@lifesolutionsforyou.com**

**1.800.647.3327**

**www.lifesolutionsforyou.com**

*LifeSolutions* is a confidential workplace benefit available at no cost to you and members of your household.

