

the ADVISOR

RESOURCES FOR SUPERVISORS, MANAGERS, AND HUMAN RESOURCES PERSONNEL

LifeMatters®: Making Management Easier

In any given workplace, 8-10% of employees are dealing with personal or work concerns that are affecting job performance. The LifeMatters Management Consultation Service is available to help you minimize the impact on your team and get these employees back on track.

LifeMatters can provide expert assistance with the issues that managers, supervisors, and Human Resources professionals encounter on a daily basis. Common concerns we can help address include:

- ▶ Deteriorating work performance
- ▶ Concerns about alcohol or drug use, harassment, or the potential for violence
- ▶ A troubling change in a staff member's behavior, appearance, or demeanor
- ▶ Difficulties arising from workplace change

Inside:

- ▶ Making a Referral
- ▶ The Impact of LifeMatters Assistance on Performance

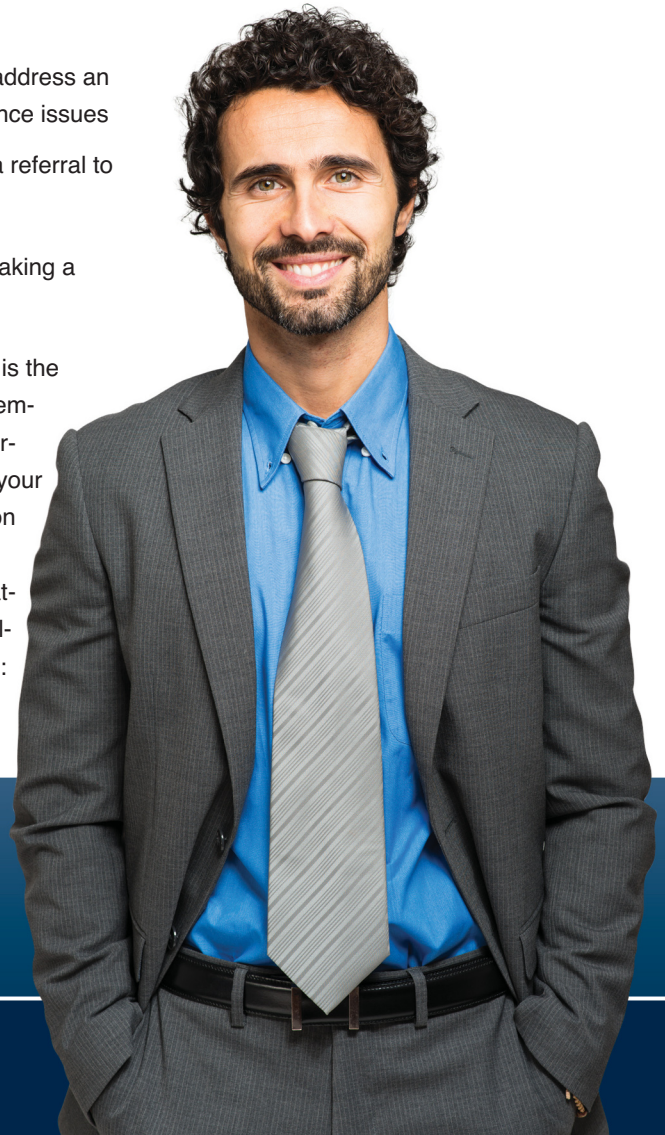
LifeMatters consultation services are provided by professionals with extensive mental health, counseling, and business experience. When you contact us regarding a management issue, you will receive:

- ▶ An objective view of the situation
- ▶ Suggestions for how to resolve your concern
- ▶ Coaching on how to address an employee's performance issues
- ▶ Help with facilitating a referral to LifeMatters

There are two options for making a referral to LifeMatters:

- ▶ A **personal referral** is the best option when an employee mentions a personal issue or seeks your advice. Some common reasons to remind an employee that LifeMatters services are available 24/7/365 include:

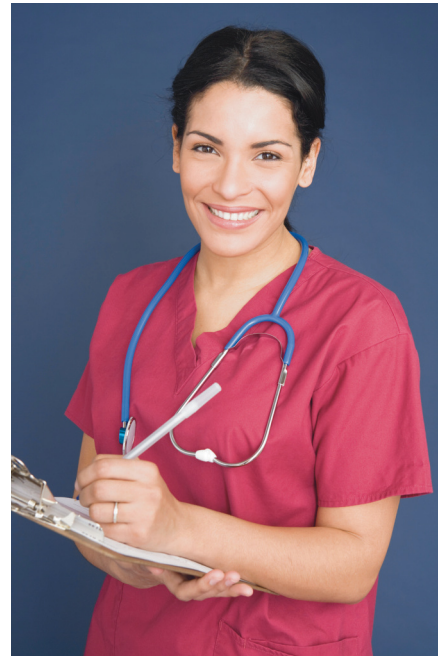
- Feeling stressed, depressed, or overwhelmed
- Finding a balance between work and personal life
- Family or relationship issues
- Time management
- Health concerns
- Worries about items in the news, such as violence, natural disasters, or the economy
- When he or she seems unusually distracted, troubled, or unhappy



► A **performance referral** is recommended when a manager or supervisor has observed a change in an employee's work performance and she or he has not responded to recommendations for improvement. In this instance, it's appropriate to consult with Human Resources, have a formal discussion outlining your concerns, and make a referral to LifeMatters. With the employee's consent, you will be notified that he or she has contacted LifeMatters. (Details of the contact will remain confidential.)

Through LifeMatters, you also have access to **Trauma Response Services**. These services provide assistance with responding to a traumatic workplace incident, such as the death of an employee, a natural disaster, a violent incident, or a dramatic change in the workplace. LifeMatters will assess the situation and recommend the services that would best meet the team or organization's needs.

LifeMatters also offers in-person **brown bag seminars** and **workplace training programs** on a diverse slate of topics, including violence prevention, drug-free workplace, managing change,



The Impact of LifeMatters® Assistance on Employee Performance

Validated Results



Absenteeism
40% Improvement



Work Engagement
11% Improvement



Presenteeism
29% Improvement



Life Satisfaction
32% Improvement



Work Distress
17% Improvement

and stress management. In addition to in-person training sessions, many programs are available via live or pre-recorded webinar. Please consult with your Human Resources department before requesting either training or trauma response services.

Access to LifeMatters services is also available through your web or mobile device. Go to mylifematters.com and select "Workplace Consultation" to access management consultation or trauma response services.

LifeMatters' 24/7/365 problem-solving resources can help you address any concern you have as a manager. In addition, the full scope of LifeMatters services are available to address your personal needs. Whatever the issue, LifeMatters is here to help. Call anytime.

How Do I Say That? Making a Referral

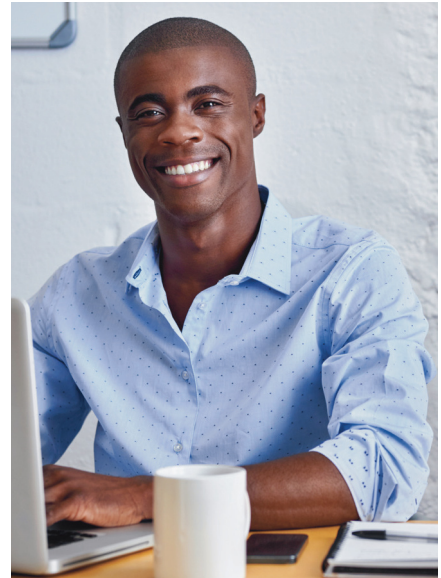
Most managers don't relish the prospect of confronting an employee about a performance issue. In fact, it's not uncommon for an employee's performance concerns to go unaddressed because a manager delays in hopes the behavior improves on its own.

In reality, consulting with Human Resources and promptly addressing performance concerns is the best way to help an employee get back on track — and more often than not, it's best not just for the workplace, but for the employee's wellbeing as well.

If intervention is needed to address an employee's behavior, keep these tips in mind:

- 1. Consult with Human Resources.** Review relevant disciplinary procedures and your documentation. LifeMatters is also available to discuss the concern.
- 2. Meet privately with the employee.** Clearly outline the performance concern.

Sample language: "I value



you as an employee. I'm concerned about some changes I have observed. (List concerns.)"

- 3. Explain how the behavior affects the workplace.** Be specific about the effect it has on other employees, workflow, and team morale.

Sample language: "You are an important resource for other employees and our customers. When you (state performance issue), it (state specific impact on the workplace)."

- 4. Listen to the employee's response.** While it's important to be genuine and empathetic if the employee reveals any personal concerns, avoid trying to "fix" her or his issues.

Sample language: "I'm sorry to hear about (employee's concern).

Testimonials

From Managers Who Have Made a Referral to LifeMatters®

"LifeMatters does a great job with the mandatory referral process. They make it easy to refer employees to the appropriate treatment and get the help they need."

"I was updated in a timely manner, which is critical to what I do."

"LifeMatters services are a tremendous resource for me and for those in our field. The responsiveness has been invaluable."

"Knowing I have LifeMatters to assist me with every type of situation makes my job easier."

"LifeMatters is the best EAP I have ever worked with. I can't say enough good things!"

I'd like to help you get back on track so you don't have worries about work complicating your personal issues."

- 5. Make a referral to LifeMatters.** LifeMatters can help address personal concerns and assist with performance issues. Remind the employee of any other company resources that may be useful to him or her.

Sample language: "LifeMatters can help you address the concerns that are affecting your performance. The service is free and confidential."

- 6. Specify expectations.** Collaborate with the employee in developing a performance improvement plan. Input from the employee may make it easier for him or her to buy in to the needed changes.

Sample language: "I would like to see (list specific improvements). What steps do you need to take and how can I best support your efforts?"

- 7. Set a follow-up meeting.** Schedule it far enough in advance that the employee



has time to implement some of the required changes.

Sample language: "Let's meet at the end of next week and consider how the changes are working."

- 8. Monitor the employee's performance and provide feedback.** It's important to document the meeting and refer to it when evaluating the employee's performance moving forward. Consult with Human Resources to determine next steps if the employee's behavior does not improve and before taking any job action. LifeMatters can provide additional input as well.

LifeMatters is available to provide assistance with management concerns 24/7/365. Call anytime.

Management Consultation

LifeMatters is available to help with:

- ▶ Confronting an employee about performance issues
- ▶ An employee's personal problem
- ▶ Suspected drug or alcohol use on the job
- ▶ Interpersonal conflicts between team members
- ▶ Establishing clear, attainable expectations for performance
- ▶ Addressing crisis situations, such as a violent incident, the death of an employee, or a natural disaster
- ▶ Your own personal concerns
- ▶ Any other work-related issue

LifeMatters offers professional management consultation when you need it, as often as you need it. Call anytime.

Call the **LifeMatters®** by Empathia Management Consultation Service toll-free anytime. **1-800-367-7474**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365

TDD and language translation services are available

Call collect to **262-574-2509** if outside of North America

Visit **LifeMatters®** online at **mylifematters.com**



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