

TOOL #4

EMPLOYEE ASSISTANCE PROGRAM (EAP) TIPS

Management Consultations/Referrals General Tips:

- Include the offer of help when you have a performance problem discussion with an employee.
- It is not a manager's job to diagnose personal problems that may be affecting an employee's performance, or to prescribe a solution to their personal problems. A manager's job is to promote good performance from his/her people and make sure they are aware of the resources available to assist them.
- As a manager, when an employee's job performance becomes a concern that must be addressed, the best approach is to:
 - Focus only on the job performance. Do not make assumptions about any personal issues with which the employee may be dealing.
 - Offer help through the EAP. Information on the EAP is available on HR web site at: www.unh.edu/hr. Also, there are informational brochures available at HR. The EAP phone for appointments or consultation is 1-800 424-1749
- Contact your HR Partner for guidance as you work through performance issues with an employee

Statement the Supervisor can use to informally refer the employee to the EAP:

“Sometimes an employees’ job performance is affected by things going on outside of work. For this reason the University offers the Employee Assistance Program (EAP), which is a free, confidential counseling service to use as a resource to help them work through the issues. Here is some information on the EAP and the phone number you can call to make an appointment with a local counselor.”