



EMPLOYEE  
ASSISTANCE  
PROGRAM



Manager Support

# A MANAGER'S GUIDE TO THE EMPLOYEE ASSISTANCE PROGRAM

Creating a safe and productive environment where staff is enthusiastic about their work is a common goal for managers and supervisors. Your Employee Assistance Program provides a variety of services and resources to support you and your staff in this effort.

## EAP SUPPORT SERVICES FOR MANAGERS

- Field Consultant support
- EAP Benefit Orientations
- Health and Wellness Trainings- (Options in Learning training catalogue)
- Critical Incident Response
- Management Consultations- confidential consultations on how to handle a performance issue, leadership training, guidance on how to support staff during traumatic events and much more.
- Management skills articles
- Case management of Drug Free Workplace (DFWP) and formal management referrals
- Digital tools for managers
  - Manager's Program Guide
  - Quarterly live web-based trainings on key workplace management topics
  - On-demand recorded training on leadership skills, best practices, cultivating civility and more
  - Articles



*EAP Services are provided at no cost to Civilian Employees of the Air Force and Space Force, and their families.*

**866-580-9078 | WWW.AFPC.AF.MIL/EAP**

The Air Force and Space Force delivers a comprehensive EAP program for civilians employees which is able to assist you and your staff with a broad range of issues affecting mental health and emotional wellbeing. It is also a valuable resource for celebratory life events such as welcoming a new baby, adopting a pet, purchasing a home, planning for retirement and more.

**KEY BENEFITS AND FEATURES OF EAP**- FREE to Civilian Employees, spouse, dependents, and household members. All services are completely confidential.

- WorkLife Services
- Non-clinical counseling up to 6 sessions per issue available in-person, phone, virtual video and live chat
- Lifestyle Coaching
- Digital emotional wellness tools
- Financial wellness, legal services
- Identity theft resolution
- Member website accessed through [www.AFPC.AF.MIL/EAP](http://www.AFPC.AF.MIL/EAP)

#### **MANAGER'S PROGRAM GUIDE KEY TOPICS**

- Caring for your staff
- Managing staff through a personal crisis
- Helping a staff member in distress
- Preventing violence (at work and at home)
- Suicide awareness and prevention
- Identifying substance misuse
- Transitioning staff members back to work after a leave of absence
- Addressing performance issues
- Managing a constructive confrontation
- Initiating a management referral

#### **EMPLOYEE SUPPORT**

- Manage stress
- Enrich relationships
- Support a healthy lifestyle
- Work conflict
- Build coping skills
- Anger management
- Enhance problem-solving skills
- Improve sleep
- Build a support system
- Boost emotional health
- Better balance work and life
- Alcohol or substance use concerns
- Child and elder care resources
- Enhance parenting skills
- Time management resources



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