

Managerial Helpline Examples

Did you know...

The Employee Assistance Programme (EAP) offers confidential assistance to managers too. As a manager you can call for help with personal, practical or work-related problems like other staff.

In addition, as a manager, the service provides you with:

- Guidance when assisting staff with their problems
- Support in tackling difficult management issues
- Help with responding to the early warning signs of stress
- Support in developing skills
- The opportunity to refer staff for professional help

For more information, see the EAP Manager Guidance Notes document on vClub.



As a Manager, remember you can refer an employee to the EAP. Often, this can stop an issue within the work place becoming unmanageable. The EAP is designed to “nip problems in the bud” before they become much more serious. Call the EAP for further information on how you can appropriately refer employees to the service.

The EAP can assist Managers when tackling difficult management issues. You may be faced with a difficult or unusual situation to manage, for example a conflict between team members, a traumatic incident, or long-term sickness. Using a counsellor as a sounding board can often help in identifying the options available to you and give you support in managing difficult feelings, such as anxiety or stress which may be provoked by the situation.

The EAP Counsellors can give you as a Manager guidance on how to support a team member who is going through a challenging time. They can also advise you on how to refer the employee to the EAP. When a team member discloses an issue they are experiencing, perhaps a relationship difficulty, a diagnosis of depression, concerns about money, it may be difficult to know how to respond in a supportive way. Don't forget the EAP is there to help.

Your Employee Assistance Programme can provide guidance and support on managing individuals during change. As a manager you will have to deal with all manner of changes and help to lead your team through these times. If you need support in helping people through change, delivering difficult messages or understanding the different ways people respond to change, don't forget your EAP is there to help.

Choose OPTION 5 to have free and confidential managerial consultation

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