



Reminder: FREE EMPLOYEE ASSISTANCE PROGRAM (EAP) SERVICES

SISC and Anthem Blue Cross Employee Assistance Program (EAP) are sending you this package to make sure you are aware of FREE services available to your employees and district personnel (manager or supervisor).

FREE Employee Services:

- Brief mental health counseling services with a trained clinician (up to 6 visits per situation or incident)
- Counseling and resources for coping with life issues (children or elderly, pets)
- 30 minute consultation with attorney or financial planner
- Support with issues that come up in the classroom

FREE Resources for Managers and Supervisors dealing with:

- Reduction in Force (RIF)*
- Performance Issues
- Employees with substance abuse problems

The Anthem EAP has private resources for managers and supervisors who are handling a difficult employee situation. Recently, an Anthem EAP counselor helped Cheryl, a new supervisor, with the following situation:

Cheryl had inherited an employee, Ray (names changed to protect privacy), that had for years exhibited behavior that was intended to undermine successive supervisors with disparaging remarks, blatantly ignoring management requests and verbally challenging management directions. Ray's behavior had been tolerated because he had specific expertise valuable to the organization. Cheryl had tired of his behavior and felt it was undermining her credibility, so she wrote a very strong performance review identifying in detail all the "problems" Ray had. Before presenting the review, Cheryl called the EAP to prepare herself for a difficult discussion. After reviewing the situation, Cheryl read her proposed review to the EAP counselor. The counselor realized that Cheryl was coming on too strong for an initial discussion with Ray. Her frustration with Ray had caused her to move too fast. The EAP helped Cheryl work through her anger and prepare for a more appropriate discussion with Ray. Together they prepared a document that described Ray's behaviors in more specific, observable terms and to ensure that her document was consistent with annual review performance measures. The EAP counselor encouraged Cheryl to consult HR and her manager to ensure she would have the appropriate senior support.

A consult with the EAP provided a safe and neutral place to sort through emotions and to be better prepared for a difficult conversation. All discussions with the EAP are confidential and the services are provided by licensed clinicians who are knowledgeable in workplace issues. The EAP consultation is not designed to provide advice on district policies and procedures.

EAP services for employees, managers and supervisors can be accessed at 800-999-7222 or at www.anthemeap.com

*The EAP will extend services to a RIF'd employee for up to 3 months after termination. Please call the EAP at 800-999-7222 to provide information on these referrals.