

UW Employee Assistance News for Managers

May 2020

TRANSITION TO THE WORKSITE

After successfully transitioning to working from home, employees may have many issues to consider about a returning to the workplace; obtaining child or elder care, anxiety about being exposed to the virus at work, financial pressures from having a spouse or partner out of work, and so on. How you respond as a supervisor or manager is important, and staying up-to-date on information released by your Human Resources team is critical. First, put on your own oxygen mask. Consult with Human Resources and Employee Assistance services to address your personal and professional concerns. The more you feel prepared to move forward, the better equipped you will be to guide your employees through the uncertainty that lies ahead.

- Continue frequent communication with employees.
- Assure them that you will include them in any updates.
- Clearly communicate all of the steps UW-Madison will be taking to protect them.
- Pay special attention to employees who are considered “high risk” when determining a return-to-work plan. –
- Reduce ambiguity about work priorities and roles.
- Model self-care and compassion--this is new to all of us.
- Lastly, refer your employees and their family members to Employee Assistance services to develop customized approaches to meet their needs and address their concerns.

EFFECTIVE EMPLOYEE ASSISTANCE REFERRALS

Employee assistance referrals are appropriate in many situations, including personal concerns. It is fine to acknowledge that you may not be the best person to help them find community resources, navigate an impending divorce or seek help for financial distress. It is to your credit that employees trust you and look to you for support. In making a referral to the EAO or LifeMatters, it is helpful if you can share what you know about the voluntary, confidential nature of the program.

- You can demystify how to access EAO and LifeMatters by providing contact information and hours of availability for each of the two services.
- EA counselors have master’s level training and are equipped to handle both work and personal concerns.
- Employees are offered 1-5 sessions for individual or couples counseling.

- Remind them that they are allowed to use Employee Assistance Services in pay status.
- Family members (spouse, partner, household members) are able to use the services, too.
- Remind supervisors and managers about the availability of unlimited consultation to support them in addressing employee morale, coaching for professional staff, addressing conflict or having a challenging conversation.
- Visit Employee Assistance during a staff meeting and from there, link to the robust LifeMatters website, mylifematters.com, <https://members2.mylifematters.com/portal/welcome/sso>
- Show employees where they can download a free will kit, access webinars and articles on a variety of topics.
- Explain the legal services available to them, and remind them about the unlimited financial consultation provided by LifeMatters.
- Your familiarity with the programs offered and willingness to remind staff about their availability will go a long way in promoting Employee Assistance as a trusted resource for your employees.

By referring them to Employee Assistance services, you are empowering them to seek their own solutions.

LifeMatters Resources for Supervisors and Managers

How To Successfully Manage Remote Employees:

YouTube Video: <https://www.youtube.com/watch?v=aoAPqGI11Zo>

LifeMatters Monthly Promotions:

https://www.empathia.com/promos/current_wpo_complete.php

Upcoming Webinar:

Fundamentals of Mental Health

Wednesday, May 20, 2020

Space is limited. Register early!

<https://members2.mylifematters.com/portal/welcome/sso>