

Access EAP

Manager Support Service

What is Manager Support?

Manager Support is an advisory service for managers, team leaders and other members of staff charged with managing employees. Manager Support assists with situations that involve difficulties or problems in workplace communication, behaviour or performance. Manager Support is provided by senior ACCESS counsellors in telephone or face-to-face consultations.

Issues that can be addressed through Manager Support

Managing individual employees

- Dealing with difficult employees;
- Managing an employee who is behaving unusually;
- Where there is a concern that an employee may self-harm;
- Managing an employee with substance abuse;
- Managing an employee with a mental health problem;
- Communicating with an employee on poor work performance;
- Encouraging an employee to use the Employee Assistance Program

Managing groups or teams

- Breaking bad news to employees;
- Dealing with organisational change processes;
- Managing a traumatic event in the workplace;
- Debrief following a communication with team;
- Facilitating team cohesion

What happens in a Manager Support Consultation?

The senior ACCESS counsellor gains an understanding of the workplace situation and then discusses with the manager the best way to deal with the difficulties. Possible approaches and strategies that are based on principles of human behaviour and evidence-based interventions are talked through. The manager retains control of, and responsibility for the situation.

Manager Support, like counselling is a confidential service. The fact that a manager has used the service is treated as confidential together with whatever is discussed between the senior counsellor and the manager in a session.

How to access the Manager Support service

Managers can contact ACCESS by telephoning **1800 81 87 28** and the call will be answered by a Client Services Consultant. They need to provide the following details:

- That they would like to arrange a manager support session
- Whether they would like a telephone or face-to-face session
- Their name and contact details
- The organisation/company they work for, division and or worksite
- The date and time of the consultation

