



Frontline

Resources for Managers and Supervisors

Winter 2018

In this issue:

- Learn about the Management Assistance Program
- How to put the Management Assistance Program to work for you
- Save the date for a FREE webinar for managers and supervisors!

Quick Tip

Is an employee underperforming due to personal problems? Health Advocate's EAP+Work/Life Program can help.

There are 5 steps to the referral process:

1. Recognizing the troubled employee
2. Documentation
3. Supportive confrontation
4. Referral to the EAP
5. Monitoring the employee's job performance

Become a better leader with help from the Management Assistance Program

The **Management Assistance Program**, a component of your Health Advocate EAP+Work/Life Program, is committed to helping managers and supervisors improve and succeed at work. In this issue of Frontline, we'll help you understand the benefits of the Management Assistance Program and how you can put the program to work for you.

About the Management Assistance Program

Our Management Assistance Program is designed to give managers and supervisors the support and guidance they need in dealing with today's workforce. We have the knowledge and resources to help you strengthen your managerial interpersonal skills, effectively handle workplace issues or conflicts, and more.

Consider us part of your team—we're an essential resource you can consult when you're faced with a difficult workplace situation like mediating an employee conflict, handling a critical incident, or exploring options in dealing with a wide variety of workplace issues. Allow our experts, who are highly skilled at handling these types of issues, to help make your job easier by offering advice, tips, and best practices.

Know that we are a trusted, confidential resource—make us your first call when you are dealing with a challenging situation.

Ways to put the Management Assistance Program to work for you

No matter what type of challenge you might be dealing with, the Management Assistance Program is here to help you. From improving your own skills to building a stronger team to handling difficult situations, our experts are available to guide and assist you.

You're not alone! We can help you work through workplace issues:

- Resolving employee conflicts
- Improving your team's morale
- Managing during periods of change at the workplace
- Keeping employees motivated
- Handling critical incidents
- Handling employee substance abuse issues
- Combating workplace bullying

Let us help you become a more effective manager! We can help you:

- Enhance your leadership skills
- Increase your emotional intelligence
- Promote work/life balance
- Improve your communication skills
- Better manage your time

Become a better supervisor!

Join us this spring for a FREE Enhancing Managerial Interpersonal Skills webinar. Topics to be covered include employee performance issues, issues supervisors may face when confronting employees, enabling employees, and more. The webinar's guest speaker is Bert Alicea, Vice President of EAP+Work/Life for Health Advocate. He is also a Licensed Psychologist.

At the webinar, you will learn:

- The benefits of the Employee Assistance Program (EAP)
- How the Management Assistance Program can benefit you
- New management skills

Save the date!

April 19, 2018

Sessions are at

11 AM and 3 PM ET

Register now!

11 AM webinar:

<https://engage.vevent.com/rt/healthadvocateinc/index.jsp?seid=649>

3 PM webinar:

<https://engage.vevent.com/rt/healthadvocateinc/index.jsp?seid=654>