



A Manager's Guide to the EAP

EMPLOYEE ASSISTANCE PROGRAM



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+ What is the EAP?

The Employee Assistance Program (EAP) is a professional service that offers access to counseling, information and support for all types of issues - for both you and your employees. By providing access to resources to address personal stressors, you may prevent these concerns from impacting the employee's job performance.

Benefits for employees and managers

EAP benefits are prepaid by your organization, available 24 hours a day, 7 days a week, and are accessible to employees and their household members. Benefits of the EAP may include:

- + **Face-to-face or virtual counseling sessions** with an EAP counselor.
- + **Digital platforms** with secure text and video sessions.
- + **Unlimited telephonic consultations** with a clinical professional.
- + **Immediate support** in times of crisis.
- + **Home life referral support**, such as resources for elder care, child care, pet care, and more.
- + **Legal and financial services**, such as referrals or consultation with an attorney or financial professional.

Note that EAP benefits vary by employer.

Please contact your Human Resources (HR) or Benefits Representative if you have questions regarding your EAP benefits.

Why is it important as a manager to know about the EAP?

Managers are one of the best referral resources for the EAP. Employees may come to you looking for advice or direction on a wide variety of concerns. With the EAP, you don't have to be the expert on everything - you have help right at your fingertips. How can it help?

- + **EAP offers a wide range of benefits** for nearly any kind of concern, for both you and your employees.
- + **It is a proactive tool** to address concerns before they impact job performance, attendance, or stress levels.
- + **It is versatile**, providing resources during times of crisis as well as everyday concerns.
- + **It is completely confidential** in accordance with state and federal laws.
- + **It is designed** to be the first telephone call you make.



We're here to help

The EAP is available day or night online or by calling the toll-free number set up just for you.

For managers

Call your designated EAP toll-free access number or go to [Evernorth.com/EAP-manager](https://www.Evernorth.com/EAP-manager).

For employees

Call your designated EAP toll-free access number or log in to app.Evernorth.com and click "EAP benefits" under the "Mind" dropdown.

Initial registration is necessary for app.Evernorth.com. Employees and household members simply follow the registration screens.

Those with only EAP benefits will need to register using the designated Employer ID (found on the EAP brochure and poster).

If you do not know your designated EAP toll-free access number, you can call **888-736-7009**.

+ The EAP as a management tool

The Employee Assistance Program isn't just for personal concerns. It can help you address management issues, performance problems, and all kinds of situations you may not be quite sure how to handle. It can help make your job easier and less stressful.

How can EAP be useful as a management tool?

The EAP is an excellent management tool once you understand its offerings. The EAP team is a confidential source of guidance and information to help you:

- + Provide support and compassion to employees during difficult or stressful situations.
- + Address small issues before they become larger problems or impact the workplace.
- + Develop a plan of action to deal with employee performance issues.
- + Assist with intervention and planning around potential workplace safety concerns.
- + Help boost productivity and work satisfaction among your employees.
- + Obtain support and assistance for yourself in managing work or personal concerns.

"I knew about sending employees to the EAP, but the idea of using it myself to solve management problems was totally foreign to me. The EAP consultant knew exactly where I was coming from and jumped right in to help me!"

When should you use EAP?

- + Whenever you find yourself worrying about an employee's welfare.
- + Whenever someone's work is suffering because of personal concerns.
- + Whenever a problem surfaces or a crisis strikes.
- + Whenever you encounter a situation that makes you stop and wonder: How should I handle this?
- + Whenever you need support for challenges in your own work or personal life.

We'll go into greater depth on the following pages about how the EAP can help you handle common workplace issues like these. We'll also present some real-life situations you may encounter and how to address them.

Your EAP is just a phone call away

You and your employees can use EAP resources at any time with the toll-free EAP number or at app.Evernorth.com > Mind > EAP benefits.



+ Making a management referral

Dealing with performance problems may be one of the most common tasks you face as a manager - and can be one of the most challenging. The following are different ways a manager can use EAP as a management tool in these situations.

Management consultations

You may call and speak to an Employee Assistance Consultant (EAC) to discuss any management concern. The EAC can review options available with the EAP and help you make a plan of action which may include the EAP referral options below.

Informal management referrals

You can offer the EAP to employees on an informal basis as a way to help them deal with personal issues that are not yet affecting their work performance.

This is called an **“informal referral,”** also known as a **“self-referral.”** You can provide them with their EAP access information and advise them to contact EAP at their convenience. Note this benefit is available to you, too.

Formal management referrals

Job performance problems or disruptive behaviors in the workplace may require a more structured approach. You can make a formal management referral to the EAP as a way for an employee to get help for issues that may be affecting work performance. They will meet with an EAP counselor to address their work performance issue.

A **formal management referral** allows you to receive confirmation of the employee’s compliance with the EAP’s management referral process and the EAP counselor’s recommendations. To receive this confirmation, the employee will need to sign a Release of Information (ROI) form.

Use a formal management referral when:

- + You observe a pattern of performance and/or behavior problems.
- + You want to use the EAP as part of a performance improvement plan.
- + You want confirmation of the employee’s follow-through with the EAP referral process and recommendations.

A referral to the EAP can be mandatory and a condition of the employee’s continued employment if you choose.

An EAP consultant can help you decide which type of referral is appropriate and how to proceed. You will also be directed to consult your company policy and/or HR representative as you make your decision.

“When you’re right in the middle of a situation, it’s not always easy to know what kind of referral to make. I just called the EAP, explained the situation, and an EAP consultant walked me right through it.”

+ Job performance issues

Examples of job performance issues

- + Reduced productivity or work quality
- + Absenteeism and tardiness
- + Unusual, erratic, and/or disruptive behavior
- + Concerns about possible substance use
- + Interpersonal conflicts; confrontations with coworkers and/or customers
- + Violence at home or at work, including threats of suicide or workplace violence

How should I handle it?

Once you've become aware of a job performance issue, there are three essential steps.

1. **Consult your HR department** to make sure you follow your company's policies and procedures.
2. **Call the EAP *before* meeting with the employee.** An EAP consultant will review the situation, advise whether a formal management referral is warranted, and help prepare you for the meeting with the employee.
3. **Document the job performance issue** by keeping a written record of specific signs: Missed deadlines, employee attendance, erratic work habits, etc.

Example calls to the EAP

"She has a bad attitude and isn't pulling her weight."

"Others have been complaining about their behavior."

"He stormed out yesterday and hasn't been seen since."

A manager asks:

"I have an employee who has a good work history, but her performance has been slipping lately. She is not meeting deadlines and sometimes shows up late. Her customers report she is not returning calls or responding to emails. We've talked with her in the past and she told us she was having issues with her teenage daughter. We offered the EAP at that time and she promised us she would turn things around, but the problems continue. What should we do?"

The EAP consultant suggests:

"If you have not already done so, consult with your HR department about the performance issues. Consider making a formal management referral, focusing on the performance issues that still need improvement. Offer the EAP as a tool for the employee to address whatever issues are getting in the way of her meeting your expectations. With a signed Release of Information (ROI), we will be able to report EAP attendance and the EAP counselor's recommendations, if given, to the company contact listed on the ROI."

Employee performance resources

For educational materials, referral information, and forms, go to [Evernorth.com/EAP-manager](https://www.evernorth.com/EAP-manager) > Tools for HR and Managers. Examples of available materials include:

- + How to Approach Employee Performance Problems
- + Making a Management Referral to the EAP
- + Making a Management Referral: Talking Points for Managers

+ Substance use concerns

In addition to the risk substance use poses for the individual, it can also have significant consequences for the workplace, including increased risk for accident or injury, lost productivity, higher turnover and absenteeism. All of these factors combined can take a financial and emotional toll on the workplace.

Possible indicators of substance use

- + Flushed face; bloodshot or glazed-over eyes
- + Moodiness, irritability, depression, or confusion
- + Lack of inhibition (swearing, risk-taking, etc.)
- + Performance problems
- + Emotional swings
- + Agitation or aggression
- + Alcohol-like odor
- + Lack of coordination
- + Thick, slurred speech
- + Drowsy, slow reactions

“I knew what had to be done but I couldn’t find the right way to go about it. My EAP consultant encouraged me and gave me some specific tips that made the discussion with the employee a lot easier.”

How should I handle it?

It is important to take action without making assumptions.

The EAP can help you determine when intervention may be required. Consider these steps:

1. **Consult the HR department** about your organization’s substance use policy and testing procedures.
2. **Focus on observable behaviors and performance issues.** Don’t make accusations or diagnoses. Some medical conditions can cause symptoms similar to substance use. Enlist another supervisor as a witness.
3. **Document both the performance issues and the observable signs** of possible substance use. Be alert to patterns of absenteeism, uneven job performance, appearing dazed or unfocused, accidents and errors, etc.

If you suspect they are under the influence, refer them for testing if you have such a policy. Arrange transportation for the employee, either to testing or home. Then call the EAP for a management consultation.

A manager asks:

“I suspect my employee has a drinking problem. Coworkers tell me they have seen him at bars after work often. He is regularly tardy and often calls in sick on Mondays and Fridays. His work has errors. We would like him to get help, and thought we would put together an intervention.”

The EAP consultant suggests:

“Keep your focus on the work performance and behavior. Be careful not to diagnose an issue based on hearsay. It could be that he has an alcohol problem, but focus on his tardiness, absenteeism and increase in errors. Consider making a formal management referral to the EAP to address the performance issues. Let the EAP counselor assess the employee for any substance use issues and develop a plan to address them.”

Substance use resources

For educational materials, referral information, and forms, go to [Evernorth.com/EAP-manager](https://www.evernorth.com/EAP-manager) > Tools for HR and Managers.

- + Substance Use in the Workplace: A Manager’s Guide
- + Making a Mgmt. Referral: Talking Points for Managers
- + Behavioral Fitness for Duty Risk Assessment

+ Workplace violence

Workplace violence can range from verbal threats and verbal abuse to physical assaults and homicide. It is a growing concern for employers and employees. American workers are victims of workplace violence every year. It can strike anywhere; no one is immune.

Possible signs of workplace violence

- + Intimidating, harassing, bullying, disruptive or other inappropriate and aggressive behavior
- + Verbal or physical threats towards others
- + Escalated conflicts with supervisors and other employees
- + Possession of a weapon at the workplace, making reference to bringing a weapon to work or developing an unusual fascination with weapons
- + Statements showing interest in or approval of incidents of workplace violence
- + Statements of desperation to the point of planning suicide
- + Drug or alcohol use, accompanied by verbal threats
- + Irrational thoughts or behaviors; paranoid or delusional thoughts
- + Threats of violence or terrorism
- + Any act of physical assault
- + Throwing objects or destroying property
- + Behavior endangering the safety of others
- + Sabotage, vandalism or robbery

What are some critical steps to take?

Threats of violence in the workplace can come from employees, managers, family members, partners, customers, or former partners/customers. Some companies may also have threats specific to their industry, such as bank robberies. The following are general suggestions for the workplace if concerns for workplace safety arise:

- 1. Safety first.** Take all threats seriously. Consider the overall safety of the employees at the workplace.
- 2. Take action.** Decide what actions you need to take right away.
- 3. Notify those in charge of safety.** Call police and Security if there is an urgent need for help in making a safety plan.
- 4. Check policy.** Find out your company's workplace violence policy.
- 5. Involve others.** Do not deal with the issue alone. Get the facts and talk to your company's HR, Security and Legal departments. Local police are often willing to give advice as well.
- 6. Consult with your EAP about your options.** Working with an EAP consultant, you can develop a plan for supporting victims, keeping employees safe and dealing with perpetrators in an appropriate manner.

+ Workplace violence

A manager asks:

“We have an employee who is hardworking, but has a history of getting angry at management over company policies. He’s been under a lot of stress lately, and I heard that his wife left him.

Today he was furious when I gave him some feedback over a few performance concerns. He slammed his fist into a door and told me that I should ‘shut up if I knew what was good for me.’ He stormed out of the building for about 20 minutes and now he’s back at his desk. I think he’s just blowing off steam, but his coworkers are concerned, and I’m not sure how seriously I should take this.”

The EAP consultant suggests:

“You must take any threat of violence seriously. It would be a good idea to reach out to your HR, Legal and Security departments if they are available to you. Find out if your company has a workplace violence policy.

You need to think about the safety of your employees. You may need to consider removing him from the workplace and placing him on suspension or leave until you determine next steps. Follow all applicable company policies and procedures.

In this case, we strongly recommend that someone other than you (the manager he threatened) should make it clear to him that he is not to return to work until contacted. You should also take steps to secure the building and limit his access should he present himself.

If you do not have a Security department, you may want to contact your local police for a consultation about safety planning. Someone will need to speak with him about the threat he made and ask him questions about his intentions. This could be someone from senior management, HR, Security, Safety or Legal, but should not be the manager he threatened.”



+ Domestic violence

Domestic violence is an issue that many people grapple with each and every day. But the impact doesn't always just stay in the home - it can come into the workplace too. Being aware of the signs of domestic violence and addressing the situation is key to prioritizing workplace safety.

What is domestic violence?

Domestic violence is a pattern of behavior used by one partner to maintain power and control over another partner in an intimate relationship. It can include physical violence, threats, emotional abuse, financial control, and more.

Domestic violence tends to escalate over the course of a relationship. For example, it may start out as name calling or threats, escalating to property damage or physical assault.

If an employee is involved in a domestic violence situation, this could also pose a risk to the workplace. Please contact your HR department and your EAP regarding safety at the workplace if this is a concern.

Possible warning signs of domestic violence

- + Job performance decline
- + Frequent lateness, absenteeism, or illness
- + Unexplained bruises, injuries, or medical problems
- + Frequent personal calls that leave the employee upset
- + Expressions of hopelessness or unwarranted self-criticism
- + Noticeable change in work habits, demeanor, or mood

Employees can access the EAP on their own

Employees can call the toll-free EAP number or go to app.Evernorth.com > Mind > EAP benefits.

A manager asks:

"One of my employees may be in an abusive situation at home. Her coworkers say that she gets repeated phone calls at work that leave her in tears and she refuses to leave the building for lunch. They're worried about her safety and I am too. Is it any of our business? Should we get involved? How?"

The EAP consultant suggests:

"Because of the possibility of danger to the individual, as well as to other employees, the situation needs to be addressed promptly. Meet with the employee, share your observations and express your concerns about the phone calls.

If the calls are impacting the employee's work performance or that of her coworkers, make arrangements to have the calls routed and screened. Explore ways the employee can cope with the situation at the workplace, and ask to be informed if the situation escalates. You can offer the EAP and encourage her to use these resources."

Domestic violence resources

For educational materials, referral information, and forms, go to Evernorth.com/EAP-manager > Tools for HR and Managers. Examples of available materials include:

- + How to Help Someone in an Abusive Relationship
- + Signs of an Abusive Relationship
- + Safety Planning: Domestic Violence

+ Suicide awareness

Many managers are uncomfortable approaching the topic of suicide with employees. It is very difficult for many to understand, let alone talk about. However, talking directly and openly when there is a threat of suicide is the best course of action.

Possible warning signs of suicide risk

- + Making direct statements about ending one's life.
- + Making indirect comments such as, "What's the point of living?"; "Life is meaningless."; "No one would miss me if I were gone."
- + Talking or writing about death or dying (one's own or the topic in general), including in social media posts.
- + Mentioning having means and/or a plan for self-harm such as access to pills, guns or other weapons.
- + Giving away possessions.
- + Asking about life insurance policy details, especially as it relates to cause of death.
- + Showing interest in end-of-life affairs, such as making a will, discussing funeral preferences, etc.
- + Noticeable changes in behavior or mood. The person might appear uncharacteristically sad, quiet, depressed or withdrawn.
- + You might see neglect of work, appearance or hygiene.
- + Voicing hopelessness or helplessness.

How should I handle it?

If there are signs of immediate danger, such as a suicide note or a statement that an employee wants to end their life, **your first responsibility is to call 911**. Then contact your HR department and, if you have one, your company's Security department.

You may feel that by taking action, you are being disloyal. This can happen especially when the employee has asked you not to tell anyone. Remember, it is essential to get them help. For most people, suicidal intent is temporary. If they can get immediate help, suicide can be prevented.

The EAP is here to help you before, during and after the crisis.

Due to the potentially serious consequences of suicidal intent, this is not something you should try to handle alone. Contact your HR department and call the EAP; make it clear the situation is serious and needs a quick response. Ask to speak with an Employee Assistance Consultant.

Dealing with an employee who is at risk of suicide in the workplace can be very stressful. As a manager, don't hesitate to get support for yourself. You can call the EAP and ask to talk to someone about your personal reactions to the situation.

+ Suicide awareness

A manager asks:

“I’ve heard that an employee has been making comments about suicide for a few weeks. One of his coworkers came forward but said she was asked to keep it a secret. Apparently, the employee has been saying things like ‘everyone will be sorry when I’m gone’ and ‘I might as well be dead.’ I know that he is going through a divorce, but not much else. This has been going on for a few weeks, and I assumed that he was just looking for attention, but I shared this with my HR manager and she suggested that I call the EAP.”

The EAP consultant suggests:

“Whenever an employee voices thoughts of suicide, they need to be taken seriously. It is good that this coworker came forward. It is important that either you (as his manager) or his HR manager speak with him as soon as possible. Let him know you’ve learned that he has made statements that may indicate he has thoughts of suicide. State what has been reported to you. For example, ‘A coworker has heard you say, “Everyone will be sorry when I am gone.” “I might as well be dead.”’ Let him know that you’re concerned about these statements. Ask if he has had thoughts of suicide or harming himself. You need to be direct about this and not just ask him how he is doing.

Let him know that his safety is important to you. Ask if he would be willing to accept help. Offer the EAP access number where immediate help is always available in a crisis. If there appears to be immediate danger, you may need to call 911 to have him assessed. Check with HR to find out if you can notify his emergency contact to share your concerns.”

Suicide resources

For educational materials, referral information, and forms, go to [Evernorth.com/EAP-manager](https://evernorth.com/EAP-manager) > Tools for HR and Managers. Examples of available materials include:

- + Responding to Suicide Warning Signs: A Guide for Managers
- + Behavioral Fitness for Duty Risk Assessment Fact Sheet

+ Critical Incident Stress Management

Critical Incident Stress Management (CISM) services help you handle the impact of any workplace event that you believe may disrupt the present or future productivity of your workforce due to psychological stress or trauma.

Examples of critical incidents

- + Employee deaths/ serious illnesses
- + Threats or acts of violence or terrorism
- + Workplace accidents
- + Robberies
- + Workforce reduction/reorganization
- + Homicide
- + Suicide
- + Natural disasters

Organizations define what they consider to be a critical incident for their workforce.

Incidents like these take a toll not only on individual employees, but on the organization itself. Critical Incident Stress Management services may reduce the impact of disability claims, absenteeism, presenteeism, employee turnover, low morale and diminished productivity.

What is a CISM like?

A debriefing is the most common group CISM response technique for impacted individuals. Ideally this occurs within 24-72 hours of the incident. Depending on the type of incident, the clinician may facilitate a group debriefing where employees can process their feelings and reactions. The clinician will review self-care suggestions and how to get help if needed. The debriefings are voluntary and confidential.

For some incidents, it may be recommended for the clinician to meet with employees individually rather than as a group. An Employee Assistance Consultant (EAC) will be able to talk with you about your situation and determine the best approach to support your employees.

A manager asks:

“Last weekend one of our long-time employees died in a horrible car accident. The whole department is in a state of shock, and it’s been really tough for us all to focus on work. How do I handle this?”

The EAP consultant suggests:

“A sudden loss of this kind can be devastating to employees. Be prepared for a wide variety of responses, as people all grieve differently. You may see a brief impact on productivity, motivation and morale. Encourage open communication among employees, provide them with as much information as you can, remind them of the EAP phone number and consider scheduling onsite EAP services to help them deal with their grief. You may want to offer time off for the memorial services or a way for employees to honor the deceased at the workplace. Keep your company policies in mind.”



CISM protocols

1. Connect with the EAP

Call your EAP to connect with an Employee Assistance Consultant (EAC).

2. Consult with the EAC

The EAC will assess your situation and help you develop an action plan that may include:

- + Communication to employees
- + Onsite or virtual CISM services
- + Educational materials
- + Urgent EAP appointment

3. Response

- + The EAC arranges for an EAP clinician to provide CISM services.
- + In the event of a disaster, the EAC can also provide referrals to community resources like the American Red Cross or the Federal Emergency Management Agency (FEMA).

4. Recover

The EAC will follow up after services are provided and is available for future support.

+ Return-to-work issues

When an employee is returning to work after an extended leave, the transition warrants careful planning and support from the workplace. Your role as the employee's manager is an especially important one.

How should I handle it?

You may have employees who are returning to work from various types of leave, such as:

- + Medical (including behavioral health, suicide concerns and substance use)
- + Bereavement
- + Maternity or paternity
- + Military service

A consultation with the EAP can increase your sensitivity to the needs of an employee returning to the workforce.

These are some actions you should consider when an employee returns from a leave of absence:

- + Consult with your HR department.
- + Schedule a back-to-work conference.
- + Tell the employee about EAP resources available to them.
- + Provide extra support and structure, such as a weekly check-in meeting.

Return-to-work resources

For educational materials, referral information, and forms, go to [Evernorth.com/EAP-manager](https://www.evernorth.com/EAP-manager) > Tools for HR and Managers. Example of available materials include:

- + Return-to-Work Guide for Managers

A manager asks:

“An employee has been out for three months for depression and is due to return next week. We are just not sure how much to expect from him and are afraid of saying anything that will upset him or cause symptoms to return. How can we make his transition back to work go smoothly?”

The EAP consultant suggests:

“Consider having a meeting with your employee when he returns to discuss any needs and concerns he may have about returning to work. Refer him to your company's policy regarding options for requesting time off, if needed, for appointments. Let him know that you will continue to protect his privacy and that it is not necessary for him to reveal the reason for his medical leave to coworkers or to you as his manager.

Ask if there is anything that you can do to ease his transition. Convey an attitude of confidence in his ability to succeed in his work. You may want to provide extra support, such as a periodic check-in to find out how his return is going. Monitor work performance and problem-solve if he is not meeting standards after a reasonable time. Ask what he needs to get the job done. Consider calling the EAP for consultation if any problems arise.”

+ Addressing sensitive subjects

As a manager, you may encounter times when an employee must be approached for discussion about a subject that may be uncomfortable for both parties. The EAP can help you do this with empathy and care.

Examples of sensitive subjects

A sensitive subject involves behaviors that can affect work relationships with coworkers, supervisors, customers and/or subordinates. It may be a personal characteristic or behavior that stands out. The employee may not be aware of the issue. Examples include:

- + Bothersome odors, poor hygiene
- + Inappropriate dress, language, or behavior
- + Workplace relationships
- + Interpersonal/communication issues
- + Work habits others define as “odd”

How should I handle it?

An appropriate action plan might include:

1. **Define the problem.** Be specific. Who or what is impacted?
2. **Contact your HR department** to discuss strategies, company policies, or legal implications.
3. **Call the EAP.** A consultant will discuss the situation and give you further suggestions on how to appropriately respond to the issue.
4. **Consider having a helpful, frank discussion** with the employee. The EAP consultant can provide tips and educational materials for talking to the employee about the issue.

Example calls to the EAP

“We have had several employees complain about another employee’s body odor. They are having a hard time working with him and it’s getting more and more noticeable. I need to address this but what should I say? I don’t want to embarrass anybody.”

“He spends so much time on the phone arguing with his wife. It makes us all uncomfortable but I don’t know what to do. It’s none of our business but it’s starting to impact our work.”

“They hate working together. There’s always so much tension between those two. I can’t even have them work next to each other!”

“People are talking about the new hire. She’s so thin that they’re concerned she has an eating disorder or a health issue. She hardly eats a thing over her lunch break and I’m really worried for her.”

+ Addressing sensitive subjects

A manager asks:

“We have a very experienced nurse who is a stellar employee, but several of our younger nurses are threatening to leave if they have to work on her floor. They say she is rude, controlling and withholds information that they need to perform patient care. We really need to retain this nurse, given her experience and expertise, but we also need to reduce the turnover of new nurses. What should we do?”

The EAP consultant suggests:

“Approach the situation as a performance issue with the nurse. The situation with the younger nurses will not improve if she is not held accountable for her unacceptable behavior. She may not be aware of how she is perceived by others.

Consider meeting with the nurse to provide her with specific feedback about the behavior that needs to change and the possible consequences if the behavior continues. You can start the conversation by acknowledging how much you value her skills but that it is important for her to interact with coworkers in a positive, professional and appropriate manner. Explain how her behavior is affecting others and the functioning of the floor.

Consider a referral to the EAP as part of her performance improvement plan. Continue to observe and document the behavior, provide feedback and follow through with stated consequences.”

Resources for responding to sensitive subjects

For educational materials, referral information, and forms, go to [Evernorth.com/EAP-manager](https://www.evernorth.com/EAP-manager) > Tools for HR and Managers.

Examples of available materials include:

- + Talking to Employees About Sensitive Subjects
- + How to Approach Employee Performance Problems



+ Wellness seminars and management trainings

From managing performance issues to navigating change to supporting employee wellbeing, managers have a lot on their plates. The EAP offers wellness seminars and management trainings to help educate you and your employees on a wide variety of topics.

For employees and managers

The EAP offers access to over 200 seminars to develop and support your workforce. Topics span several categories:

- + Orientations to the EAP
- + Stress management
- + Wellness
- + Mental health
- + Personal development
- + Workplace topics
- + Skill-building workshops

Why should I schedule a seminar?

- + Provide awareness and education about EAP and how it can help.
- + Satisfy mandatory training needs.
- + Build skills for manager and employee growth and development.
- + Provide tools to address recurrent issues, such as stress management.
- + Offer learning opportunities that align with wellness/engagement initiatives.
- + Show support for employees in response to traumatic events, disasters, or significant events in the workplace.

What can I expect?

- + **Consultation with an Employer Service Coordinator (ESC)** who can help explore offerings and find the right fit for your needs.
- + **Comprehensive presentation materials** include a slide presentation, accompanying handouts and activities, and promotional materials.
- + **A presenter from Cigna's trusted network** of licensed clinicians and/or professional speakers with extensive experience in behavioral health and employee assistance.
- + **Access to Cigna's National Wellness Webcast series**, virtual seminar presentations presented live and available on-demand.

"This webinar broke down the topic into a digestible form. I learned the importance of the topic, the impact on business, and gained actionable tools I can rely on."



Learn more

Contact the Employer Service Coordinator (ESC) team for more information:

- + **Phone:** 888-736-1377
- + **Email:** ESHComments@Evernorth.com
- + **Web:** evernorth.com/eap-manager#eap-wellness-resources



Turn to your EAP

Someone is always available and ready to help make your job less stressful. When you need a plan of action to address management issues or performance problems, call your toll-free EAP access number.

We're here to help 24 hours a day, 365 days a year.

With the EAP, you have all the tools you need.

All testimonials/quotes are fictitious examples used for illustrative purposes only.
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