

The Role of EAP, Human Resources and Supervisors Part III

By Karen Cerrato, LCSW, Solutions EAP Coordinator at FSW



Another part of our role as your EAP is to provide on-site workshops to employees, facilitate group sessions or respond to a traumatic event. Solutions EAP Program Coordinators communicate with the human resources staff or supervisors about the needs of their employees. They might have identified some areas that would be beneficial to a specific department or the organization as a whole.

Solutions EAP can conduct a variety of workshops on Stress Management, Conflict Resolution, Diversity, Effective Communication and Coping With Change. We also have some workshops geared around home life: Couples Communication, Caring for an Elderly Relative and Surviving the Teenage Stage. Other topics of interest include Emotional Intelligence, Team Building, Working Together and Respectful Communication. Lately, we have been offering Financial topics such as, Focus on Turbulent Times, Budget & Credit and Coping With Money Stress.

Managers and HR representatives sometimes ask for our assistance to deal with team issues. Our first step is to conduct an assessment by talking to managers, supervisors and team members to determine if we can be helpful. If so, we plan a group session with objectives such as learning effective communication and conflict resolution techniques. We also look at differing work styles, effective ways of working together, improving teamwork, and communicating respectfully.

We also respond to traumatic events that can affect employees at work. For example, the death of a co-worker or any event with high emotional impact can have an effect on the organization and employees. Solutions EAP can be on-site to provide information and support. Usually we facilitate a small group meeting to discuss normal reactions and to process the event together. We also provide information on trauma and grief, what to expect in the short term and how to handle any strong reactions. We are available to see people individually when needed. Here again, these services are totally confidential.

Another resource we can offer during these difficult economic times is financial. As mentioned, we do offer financial workshops, but we also provide direct guidance for Debt, Budget and Credit problems. We have a direct connection with a non-profit Consumer Credit Counseling agency and your initial consultation is provided free under the Employee Assistance Program.

Call Solutions EAP at 1-800-526-3485 for assistance for all of life's challenges. It's free, confidential and open to family members. Check us out on-line www.solutions-eap.com