

EAP Consulting at Your Service!

Examples of how REAP helps supervisors when special needs arise.

As a supervisor or manager, you are faced with many complex situations with individual employees and interactions among employees in your work unit. At times, you are familiar with the type of problem presented and have a quick action plan to solve it. Sometimes, it may be more complicated and you may turn to "consultants" to get additional ideas.

Within your organization there are typically several potential consultants you may tap for ideas...including your direct supervisor, Human Resources, Medical, Training or Organizational Development Specialists. **When necessary, we also encourage you to contact a REAP staff member for a consultation.**

REAP is not meant to replace your internal resources for problem solving, but is a strong additional resource to help assess the dynamics of a situation, personal problems which may be interfering with an employee or employees' performance, and to suggest options for resolving concerns.

Here are examples of situations where supervisors or managers have consulted with REAP and the ways REAP helped to resolve problems.

1. An employee broke down crying at work and said he was feeling suicidal. The supervisor called REAP with the employee in the office and got a counselor immediately involved.
2. A work group experienced major reorganization, the manager called for ideas on how to quickly get people working together. REAP designed and presented a "communication" workshop that helped get everyone talking positively.
3. An employee within a work group became critically ill and died suddenly. The manager contacted REAP for ideas on how coworkers could best handle their grief, and REAP conducted a group discussion on coping with sudden loss.
4. An employee with a prior good work history and working relationships had become increasingly withdrawn over the past year. There had been a sensitive loss in his family, and it was hard to know how to approach him. REAP offered ideas by phone on ways to discuss how grief might still be affecting him and how to tactfully recommend that he contact the EAP.

As supervisors you have great responsibilities and a critical role in helping troubled employees. REAP offers you consultation and support. When in doubt (if REAP can help with a particular job-related or employee issue) ... please call and ask. Hopefully we can share ideas we've seen help others. If it's outside our expertise, we'll recommend appropriate resources. There is no extra cost to your organization for telephone consultation services. **All requests for onsite services should first be approved through your human resources department or REAP liaison.**