

DIRECTORS, MANAGERS, SUPERVISORS AND HR PROFESSIONALS

WE'RE HERE
For You

- ✔ **Everyday Support**
- ✔ **In Times of Transition, Challenge & Change**
- ✔ **In Times of Crisis**

Your EAP Counselors are available to consult with you:

Monday–Friday, 8:00am–5:00pm
800-795-2351 or 415-554-0610

We look forward to the possibility of working with you and your team!

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Better Every Day.

EMPLOYEE ASSISTANCE PROGRAM

www.myhss.org/well-being/eap

WE'RE HERE *For You*

FOR EVERYDAY SUPPORT

- ✔ EAP Orientation for Employees or Managers
- ✔ Workshops + Training
- ✔ Employee Referrals

Strained relationships among employees account for a high percentage of difficulties in the workplace. Managers spend between 25-40 percent of their time dealing with conflict and the low morale and low productivity it can cause. Handling these issues early can stop them from turning into bigger problems.

Your EAP counselors understand the difficulties that come with managing others and are here to help you.

We can orient your employees and managers/supervisors to the EAP resources available to them. We can help you when referring employees to EAP. We address a variety of everyday workplace challenges through our highly interactive skill-based workshops and trainings.

@Work Workshops

- Managing Stress
- Effective Communication
- Dealing with Difficult People
- Managing Ourselves
- Anger Management
- Time Management
- CPI Non-Violent Crisis Intervention
- Managing for Success

IN TIMES OF TRANSITION, CHANGE & CHALLENGE

- ✔ Consultation & Coaching
- ✔ Needs Assessment
- ✔ Group Facilitation
- ✔ Mediation

As a Supervisor, Manager, Director or HR Professional, you have many rolls to fulfill - Leader, Educator, Supporter, Coach, Counselor, and Influencer.

You are often required to do more with less and are required to juggle multiple priorities while dealing with the competing needs and demands of your employees and business. This can be especially true in times of transition and change. You are required to be both agile and steadfast in your ability to lead and bring others along.

EAP Counselors are here to support and consult with you and to help you come up with solutions that are tailored to the unique needs of your work environment.

Through consultation, coaching and needs assessments, we can help you develop a plan to address the transition or challenge. EAP Counselors can also help with mediations and group facilitation with your employees.

IN TIMES OF CRISIS

- ✔ Psychological First Aid
- ✔ Critical Incident Response
- ✔ Grief Support
- ✔ Chronic Stress Support

Death of an employee, client, customer or patient; natural or man-made disaster; severe workplace injury; workplace violence; feeling threatened; witnessing a violent act - These situations are often referred to as critical incidents and can leave employees with physical, emotional, mental, and behavioral symptoms. Following such an event, employees may find it difficult to focus at work and may experience impact to their personal lives.

Your EAP Counselors are trained to respond to such situations. We are here to help your employees understand their reactions, get the help they need, and get back to normal functioning. We offer psychological first aid, grief support, critical incident response, and chronic stress support.

Whether it is an individual employee that is impacted or part or all of your team, EAP is available to help you and your employees get through difficult times.

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