



Essential Solutions
with EAPSM

Making a Workplace Referral



A team approach to confronting workplace problems

For more information,
contact us at:

1-800-790-5770

CompanionBenefitAlternatives.com



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Essential Solutions with EAPSM helps you as a manager or supervisor address workplace issues by reinforcing your company's policies and procedures with difficult or problem employees.

What is a Workplace Referral?

A workplace referral always involves a workplace situation. It could be quantifiable, like excessive absenteeism. But it could also involve negative workplace behaviors like a lack of professionalism or cooperation.

Workplace referrals should be made in conjunction with formal disciplinary action. A workplace referral is not used as a substitute for disciplinary action, and it does not protect an employee from future disciplinary action if problems are not corrected.

How to Make a Referral

You should talk with an Essential Solutions consultant before informing your employee of the workplace referral. Our consultant will gather information about the employee's current job problems, work history, attendance, disciplinary record, your expectations for change and the consequences if changes do not occur. You can prepare for this telephone consultation by completing the Workplace Referral Form (*available in your human resources office and on our Web site*). Your Essential Solutions consultant is available to help you prepare for the performance interview and the workplace referral process.

Follow Up

After you make a workplace referral, your consultant will check with you periodically to see if desired improvements are being made at work. Workplace problems are addressed most effectively when you keep your Essential Solutions consultant informed of continuing or new workplace concerns. Workplace issues are not confidential and will be discussed openly among all involved parties. However, if the referred employee is also using Essential Solutions services to address personal life issues, those issues will not be discussed with you.

Results

About 70 percent of the employees referred to our EAP with workplace problems resolve those concerns and return to satisfactory performance. Others stay with the company but decide to move to a different role within the organization. A small number choose not to use our services or continue to experience job problems that lead to separation. Nearly 100 percent of the time, early interventions improve morale, increase productivity and significantly reduce risks to your organization.

It's Your Call

You are responsible for the success of your team. It's up to you what steps to take, but you don't have to go it alone. Essential Solutions consultants are available to you and your team members 24 hours a day, seven days a week.