










MANAGER SERIES

Tips for supporting your staff

-  **Respond Effectively.** As a supervisor and manager you will be faced with challenging situations. You may have the responsibility of having difficult conversations with employees who are experiencing work or personal related issues. These conversations are typically stressful for both employee and management and it's important to identify what will help to keep them in the workforce and keep their performance satisfactory.
-  **Observe Employees Changes.** Changes might include; appearance, reduced productivity or work quality, absenteeism, disruptive behavior, concerns about possible substance abuse and interpersonal conflicts. If you start to observe changes you can start by asking them if everything is OK. Do so in a private setting and where you will not be overheard.
-  **Step In Early.** Early support is key and by expressing the concerns you have observed demonstrates that you care and can prevent performance issues and behavior change. Do not presume that you know what the problem is and avoid asking intrusive questions if they don't want to talk about them.
-  **Confidentiality.** Affirm that you will treat any disclosures of personal information with confidentiality. Listen to their concerns and show a genuine interest. Do not assume however that it is your responsibility to solve the employee's problems and resist from giving any advice on financial management or on personal relationships.
-  **Encourage conversation.** Be aware that disclosing personal information can be a huge step forward and support from management and making yourself available can make a great difference to someone's' confidence and ability to work well.
-  **Listening for understanding.** If an employee is exhibiting feelings of frustration, anger, annoyance and/or avoidance try and understand their perspective before discussing solutions.
-  **Encourage employees to access EAP counselling.** Recognising the early warning signs of an employee in difficulty and knowing how to refer that employee to EAP are some of the important functions of the supervisor. You can explain to the employee that EAP is totally confidential and that AWS does not disclose to anyone the content of the counselling.



Referring staff to EAP Services



Manager Support Line

AWS provides an objective, confidential and flexible service to assist managers and supervisors in achieving overall staff wellbeing and maximizing employee potential through our Manager Support line. Any supervisor or manager can ring us for advice about how to refer an employee or other matters.



Manager Initiated Referral

AWS delivers a transparent service in which managers can formally refer an employee for counselling to address work place behaviors such as inappropriate conduct, unexplained absences and performance issues. Duty of care requires that the manager and employee agree on goals and objectives that will become the focus of the counselling sessions. For example conflict resolution strategies or interpersonal skills or time management skills. Counselling will assist to address the impact of both personal and work related issues on productivity. Confidentiality is assured when pertaining to personal issues or concerns. The employee consents however to the manager receiving feedback from AWS in relation to progress of objectives and goals within the session.



Referring employees to EAP

Encourage the employee to call 1300 66 77 00 but emphasise it's entirely their choice to use the service. If the employee asks you to ring to make the appointment on their behalf they need to be there with you to confirm to our receptionist that (for data protection reasons) that it is them requesting it.