

Manager Assist



As part of the Education Support Employee Assistance Programme, our Manager Assist service offers consultative support on a wide range of issues to those working in a managerial, team leader or supervisory role.

Benefits of *Manager Assist*:

- Helps line managers develop their skills
- Supports line managers to navigate challenging conversations
- Impartial, independent and confidential
- Easy to access by phone
- Free of charge — part of your EAP

How to use this service:

- As a sounding board for talking through your concerns as a manager about an individual, a team or a specific situation
- To get advice and support on different ways to assist employees with issues they may be facing
- To receive coaching and guidance on management skills for example managing a diverse team and active listening skills

Issues covered can include:

- Learning and development
- Diversity and equality
- Health, safety and wellbeing
- Performance management
- Trauma or critical incidents
- Organisational issues

Referring a member of your team

If you're approached by a team member in distress or with a concern, as a manager you can and should encourage them to contact the EAP. You can remind them of the support available, its confidentiality and that it is independent from their workplace. It may also be beneficial to offer them a private space and some time to contact the EAP at work.

Formal referrals can also be made to the EAP on an employee's behalf, once you have their consent to be contacted. This helps an organisation and manager demonstrate their understanding of a situation and their duty of care towards an employee.



**To access this support,
please call the EAP phone line on 08000 856 148**