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FrontLine Leader

Employees — Your most valuable asset



Continuum EAP gave a presentation on stress, and a few employees who attended openly stated they planned to visit Continuum. It was a great presentation but I was surprised at the number of stressed workers. Should I be concerned? Should I ask Continuum how I can help?

A: Interest in participating in Continuum following a stress management presentation is not necessarily because of work strain, as it is typically viewed. It could be a multitude of other personal problems that your employees may only label as stress in front of their peers. Saying that one is getting help

for stress is less stigmatizing than admitting one is suffering with depression, couples problems, addiction, a teenager with an eating disorder, etc. Stress management training, while helpful to employees in offering insight and techniques in managing stress, has a tremendous benefit in also

helping promote Continuum. It encourages employees to take the next step and feel safe in using the program to resolve personal problems. There are many ways supervisors can help alleviate stress. Continuum can consult with you and offer tips on what might be helpful based on the circumstances of your team.



People criticize my messy desk. It's quite a joke with the office. I haven't been lectured by management or experienced any adverse actions, but am I a bad manager because my desk is messy and looks completely disorganized?

A: The effects of a disheveled desk on productivity and the work climate are what would concern your management. Either these issues aren't a problem or your manager has not been willing to confront you about them yet. Being disorganized is a trait commonly observed in ineffectual managers. At the very least, it does not demonstrate good role modeling. Do you forget details, lose things, show up to meetings with missing documents or miss

meetings altogether? If so, a messy desk may be a symptom of a larger problem.

Meet with a Continuum professional to discuss the disorganization, which may lead to insights as to causes and what you can do about it. The teasing and reactions you receive from others may bother you more than you are willing to admit. If so, you may find motivation to make changes so you can benefit from a more organized workspace.



What are the steps to submit a work performance referral?

A work performance improvement referral is a benefit offered through Continuum EAP. If you feel that your employee would benefit from a work performance improvement referral, follow these steps:

STEP #1

Call Continuum EAP to discuss the employee situation with one of our EAP professionals.

STEP #2

Meet with the employee to review the performance concerns and discuss expectations related to the referral.

STEP #1

A work performance referral is a formal intervention process that occurs when an employee's performance is not meeting expected standards and regular corrective action has not helped the employee get back on track. It is important for company representatives to consult with Continuum EAP and their HR representative on the performance concerns prior to making a referral.

STEP #2

Company representatives meet with the employee to discuss the concern(s) and their expectations for improvement. Review the work performance improvement coaching objectives and coordination process with the employee and direct them to contact Continuum EAP by a specific date to schedule their first coaching session.

STEP #3

The employee meets with a Continuum EAP professional for work performance improvement coaching to develop a plan of action to address the identified performance concerns.

STEP #4

Continuum EAP professionals will follow up with identified company representatives to provide status updates and to discuss employee progress toward meeting performance expectations. Continuum will work cooperatively with the organization to provide support and feedback to help the employee and organization achieve desired results.



STEP #3

The employee schedules and attends work performance improvement coaching with Continuum EAP.

STEP #4

Continuum EAP coach will regularly follow up with you to discuss goals and the employee's progress.