

# Supervisor / Management Support



*Cascade offers unlimited manager consultation from a specialized team of EAP professionals, experienced in management consultation and referral. We provide expert consultation and help when an employee's personal problems begin to negatively impact the workplace.*

Cascade EAP serves as a consultant, assisting you to stay focused on performance issues. At the same time, the EAP can work with the employee to overcome obstacles that may be impeding their job performance.

## **Some common questions managers have brought to the EAP:**

- An employee has been having performance problems and I have tried everything, what do I do now?
- An employee has shared information with me about a personal problem. How can I stay out of their personal life and still be helpful?
- How do I respond to the employee who blames poor job performance on personal problems?
- My employee demonstrates performance problems and acknowledges there is a personal problem, but claims it is only temporary, and prefers to take care of it alone. Should I involve the EAP?
- The employee claims there is "no problem" and responds in an angry manner. How do I respond to their anger or intimidating behavior?



## **How do I access the EAP?**

Managers may access immediate and confidential telephone consultation by calling 1-800-433-2320 (between the hours of 8:00am to 5:00pm PST). Just request to speak to a counselor for a management consultation. You will be immediately connected. It is that easy.

If you have an emergency that comes up after hours you can access someone from our team 24 hours a day.

We are happy to answer any questions you may have regarding your staff, their performance and how the EAP can make your job easier.



Cascade Employee Assistance Program

1-800-433-2320