

## YOUR PROGRAM'S BENEFITS

# Maximizing Program Utilization

As the leader of your team, you're charged with ensuring each employee is able to effectively contribute to the mission of your organization. While your team may function like a well-oiled machine most of the time—there will be times when an employee's personal issues may impact their work performance. That's when it's important to tell them about their valuable assistance program. By reminding your team members about their program, they'll be able to manage personal and family issues confidentially and you can maintain a healthy workplace.

### In this issue you'll learn about:

- How this program can help you be a better manager
- The importance of letting your team know about their program
- How the program ensures confidentiality
- How you can maintain a positive, healthy work environment

Some steps you can take to encourage employees to use their program:

1. Let employees know that services are confidential, available 24/7, and provided at no cost.
2. Display posters. Run reminders about the program along with the web address and phone number in your newsletters.
3. Introduce workers to the program in employee meetings.
4. Make sure family members also are aware of the services.
5. Tap into the power of word of mouth. Employees will tell each other about the good experience they had with their program.

Your employer's investment in a health and wellness program underscores the importance your employer places on the mental and physical well-being of each employee. Make sure your team knows about it!

**Go Online Today** Log on to your program's website to access *Maximizing Program Utilization* and other helpful resources in the Spotlight section. Log on now and register with your program's toll-free number.



Employee Assistance Program

*We care, just call.*

**1-800-222-0364**

1-888-262-7848 TTY Users

[www.FOH4YOU.com](http://www.FOH4YOU.com)

*Answer: All of the above and so much more. This is a health and wellness program that not only helps your team members deal with workplace problems, but also with personal issues that might adversely impact their overall health and mental well-being.*



**My organization's health and wellness program can help with:**

- A. Work issues
- B. Stress
- C. Child or elder care
- D. Career development

*Check your answer on the bottom.*

*Now That's an Idea!*

**Make Sure Employees Know About Their Program. It's Just Good Business!**

Studies show that when organizations offer a health and wellness program:

- Accident and sick pay can be reduced by as much as 60 percent. (*EAPA Facts*)
- Work absence can be lowered. Almost half of employees cite stress and personal issues as the most common reason for work absence. (*HR Magazine*)
- Employees feel more loyal to their employers as they believe that their employer cares about them and their well-being. (*EASNA*)

# Don't Just Survive, Help Your Team Thrive During Tough Economic Times

Right now, you need optimal performance from each and every employee, yet fear and stress caused by economic woes can hamper

health and productivity in the workplace. As stressful days weigh on you and your employees, health, productivity and attendance may suffer.

Look to your program for the support and guidance you need during tough times. Boosting your team's resilience and minimizing the toll on you and your employees is something that you can do with the help of your program.



Here are some ideas to engage your employees:

- Build a positive culture of gratitude and strength. Something as simple as stating, “thanks for a job well done,” or “we will get through this,” can go a long way toward focusing on the positive outcomes and opportunities that change can bring.
- Build an environment of trust, and communication channels will become more open and transparent. For example, when you empower your team to make decisions and demonstrate that you don't need to be copied on every email, you develop a strong foundation of trust.
- Be available as a manager and make sure your employees understand that they are free to come to you with questions, concerns or ideas.
- Formulate strategies for dealing with the impacts of change and its accompanying stress with your peers, other managers and employees.

Much is currently being asked of your employees—and of you. Providing employees with information and resources, such as reminding them that their program is available to help cope with stress, will build individual and team resiliency. Taking advantage of the same resources for yourself will help you stay strong and succeed as a manager.

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**As a leader, the health and well-being of your workforce is a top priority.**

But don't forget about taking care of your own needs. Your employees look to you for strength. Be sure to:

***Stay mentally and physically healthy.*** Watch for signs of stress in yourself and take advantage of resources to learn strategies for addressing these issues before they become limiting factors to your effectiveness as a manager.

***Nurture your own resilience.*** Give yourself time to get rejuvenated and renewed so that you can be a positive role model for your team.

***Contact your program*** if you're experiencing issues that may hinder your ability to effectively handle your responsibilities as a supervisor. Remember, it's a confidential service made available to all employees—including you!

*Living Healthy  
Working Well®*