

Management Support Resources



Sentara EAP is dedicated to helping our clients maintain employee health and productivity. To support your organization, we provide management training and consultation at no additional cost. Your managers have unlimited access to Sentara EAP to discuss employee performance concerns and get assistance in making a referral for counseling.

Leadership Orientation and Training

We are committed to increasing program awareness and helping managers take advantage of our many support resources. Sentara EAP encourages our clients to offer regular program orientations and trainings to promote the program to their leaders.

Orientation for Leaders

Your organization has 24/7 access to leader and employee orientations at sentaraEAP.com. You can also work with your Sentara EAP Client Executive to schedule live onsite or virtual orientations.

At orientation, managers receive formal training on all aspects of our program:

- the purpose of Sentara EAP
- our range of services and how to access them
- how to identify a troubled employee
- policies and procedures for referring employees to Sentara EAP
- intervention techniques
- when to engage Sentara EAP

Leadership Training

Sentara EAP places a strong emphasis on leader development and well-being. We have a dedicated training team and offer seminars on a wide variety of topics to support your leaders, including:

- Change Management
- Coaching
- Conflict Management
- Decision Making
- Leadership Basics
- Stress Management
- Team Management
- Workplace Ethics

Please see the Sentara EAP Training Catalog at sentaraEAP.com for a full listing of our online and onsite course offerings and descriptions.

Manager Assistance Program

While managers are also employees, they often require a different level of support. Sentara EAP works collaboratively with managers to resolve employee performance issues. EAP clinicians are available to consult with managers and provide solutions to restore balance to your workplace.

Managers can reach out to Sentara EAP for help navigating situations such as:

- referring an employee to EAP
- resolving coworker conflicts
- communicating effectively
- team-building
- discussing personal or work-related problems

To ensure we provide the best service, Sentara EAP follows up with the manager after consultation and provides ongoing communication about the case, as needed. This documentation may assist managers in determining whether a formal referral is needed.

Confidentiality

Sentara EAP maintains a high level of confidentiality in all cases, including formal referrals. For referrals, our EAP clinicians usually report:

- the employee's attendance at the initial assessment
- the employee's understanding of behaviors they need to change in the workplace
- the employee's willingness to work to change the behaviors

Any additional information about the employee will only be disclosed if the employee has signed a Release of Information.

Referral Process

If employee performance does not improve with coaching and other support, managers may need to consider making a formal referral to Sentara EAP. Our trained professionals serve as a neutral party to help resolve workplace disputes. Our support is always confidential and objective.

EAP clinicians first consult with the manager to discuss the performance issue. They will verify that a referral to EAP is appropriate and establish expected behavioral changes. This conversation helps develop the basis for the employee's counseling sessions.

Our EAP clinicians serve as liaisons between counselors and referring managers. They provide a preliminary report to the manager within three business days of the counselor's initial assessment and ongoing updates as necessary.

Once the counselor recommends that a case is closed, the EAP clinician will alert the referring manager and provide documentation, as requested.

Online Resources

Sentara EAP provides many resources for leaders at **[sentaraEAP.com](https://www.sentaraEAP.com)**, including toolkits for managers and marketing materials:

- **Manager's Toolkit** – includes information on management consultations and the referral process, our virtual Orientation for Leaders, training catalog, and other leader support materials.
- **Marketing Toolkit** – includes communication materials, such as brochures and posters, to promote EAP to your employees.

