



LEAD WITH *confidence* YOUR EAP PARTNER IN LEADERSHIP SUCCESS

By Jara Enger | Village Account Executive

Being a supervisor isn't easy. You juggle deadlines, personalities, and morale—often while managing unexpected challenges. The good news? You don't have to do it alone. [The Village Employee Assistance Program \(EAP\)](#) helps you build healthy, productive teams.

When Leadership Gets Tough, We've Got Your Back

Picture this:

- Scenario 1: A top performer starts missing deadlines and showing up late. You suspect stress. but how do you start that conversation?
- Scenario 2: A disagreement between two team members spirals into conflict, creating tension across the team.

These moments can feel overwhelming, but help is just a phone call away. Call 1-800-627-8220 and ask for the [Supervisor Helpline](#) for confidential guidance on constructive conversations, workplace safety, and more.

Supervisor Referrals: Show You Care

When one employee struggles, the whole team feels it. Here's how referrals work:

- Informal Referral: Use when there's no performance concern. Example: A supervisor encouraged an employee facing personal challenges to contact EAP. The employee got support and their stress dropped which helped improve focus. (Note: Supervisors won't know if employees use EAP services.)
- Formal Referral: Use when documented performance issues persist or after a Drug-Free Workplace violation. Example: A supervisor consulted EAP and initiated a formal referral to ensure compliance and support.

Both [options](#) demonstrate care and help restore productivity.

Crisis Response: Act Fast, Support Well

Critical incidents (like accidental death, suicide, homicide, or robbery) can shake a team.

The Village EAP provides [crisis management services](#) such as:

- Crisis Management Briefings: Group sessions to share facts, normalize reactions, and outline coping strategies.
- Critical Incident Stress Debriefings: Structured small-group discussions to reduce trauma and restore functioning.
- Provider on Site: One-on-one sessions for employees needing extra support, plus referrals for ongoing care.

Quick, targeted interventions help employees recover faster and maintain workplace stability. Tip: Communicate clearly and remind employees EAP counseling is confidential.

For immediate assistance, call 1-800-627-8220.

Training & Consulting: Build Stronger Teams

Boost leadership and communication with [EAP training](#) on motivation, wellness, and compliance. Example: A "Stress Management and Resilience" session helps teams lower stress and increase engagement.

Champion EAP Services

Normalize mental health conversations by:

- Mentioning EAP during meetings and onboarding
- Sharing success stories (without breaching confidentiality)
- Encouraging employees to use EAP for stress, conflict, or personal challenges
- Modeling healthy behavior

Access the EAP Quick Start [Resource Hub](#) for promotional materials.

Your Employees Don't Have to Go It Alone

EAP helps employees and their household members with emotional issues, substance concerns, relationships, workplace challenges, financial/legal services, and [more](#).

Your leadership matters. Let us help you succeed. Call 1-800-627-8220 or visit www.VillageEAP.com.