

# THE *Front-line Supervisor*

Presented by *dor and associates, inc.*

Helping you to manage your company's most valuable resource -- your employees.

March 2003

## CASE 1

**Q. I am a worrywart about how management thinks my work unit is doing. Although I have been a manager for several years, I can't seem to quiet myself down enough to enjoy my job. What can I do to change? Can the EAP help?**

**A.** One areas of expertise **dor and associates, inc.** has is helping supervisors and managers perform *their* jobs better. You may benefit from seeking a supervisory coaching session with one of our counselors. Although some worry can be considered a healthy and self-preserving virtue of a good manager, being in a state of excessive anxiety and distress will interfere with your ability to perform the duties of your position. Recognizing that your worrying not only affects you, but will affect the employees you supervise can motivate you to gain better control over it. Your EA professional can help you locate resources to aid you in understanding what contributes to your worrisome state. There are many approaches including thought blocking; stress management techniques; reinterpreting the balance between reality, fears, and worry; and making sure no medical condition contributes to your anxiety.

## CASE 2

**Q. My employee came straight out and told me he had a cocaine problem. I know the EAP does not do treatment, but only assessment, referral, and problem solving. Consequently, I referred him directly to a treatment program and he went. Did I do the right thing?**

**A.** You are correct about the EAP's role, but there is a lot more to it. The EAP counselor would help determine the most effective form of treatment based upon the assessment, arrange for successful admission, coordinate follow-up and back-to-work meetings, consider family involvement in treatment, and assist with insurance matters. Your employee may also have co-existing problems. Cocaine addicts must be assessed for other drug use, especially alcohol. Some cocaine addicts who are also addicted to alcohol have only self-diagnosed their cocaine problem, but remain in denial about alcoholism. Cocaine addicts have a high degree of relapse without the close follow-up *dor and associates, inc.* can provide. Such a relapse could mean losing your employee. There is one more reason to use the EAP. Arranging treatment is outside the scope of your responsibilities as a supervisor, and can place you and your organization at risk should a problem with the referral arise.

**dor and associates, inc.**

Employee Assistance Services

(612) 332-4805 \* 1-800-367-3271

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