

# THE *Front-line Supervisor*

Presented by **DOR**

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

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## **CASE 1. What does EAP do to help?**

### ➤ **Q. What are the goals of the EAP when an employee seeks help through DOR?**

**A.** EAPs have four primary goals in working with employees. These goals include:

- (1) Identifying employees whose personal problems adversely affect job performance
- (2) Assessing the problems of employees, determining what resources are necessary to help them, and establishing a plan of action to access resources or services
- (3) Motivating employees to seek and accept appropriate help
- (4) Helping employees get the services they need.

To accomplish these goals, employee assistance professionals at DOR use many strategies. Follow up is important to ensure that employees don't face unnecessary roadblocks or lose motivation in implementing action plans. When supervisors and employees understand the goals of EAP, they are more likely to utilize the EAP.

## **CASE 2. Making a supervisory referral**

### ➤ **Q. I know the signs and symptoms of an employee who could become violent, but what can managers do to reduce the possibility of an emotional and hostile reaction from an employee?**

**A.** Much is written about the signs and symptoms of an employee who may become violent at work. Less is published about the role supervisors can play in helping prevent an employee from responding emotionally to an incident at work with rage and violence. Be a good listener as a supervisor and do not avoid troubled employees. When handling conflicts between two employees, demonstrate neutrality toward the goal of helping resolve conflict. Keep the emphasis on problem solving, not who is right or wrong. Keep control of your own emotions. Don't make a problem worse by demonstrating aggressive behavior or using angry, abusive or emotional language that a potentially violent employee may model or try to outdo. If you are having a hard time with how to manage a troubled employee, consult the DOR.

## **DOR**

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