



CARE's WorkLife Solutions

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Handling Negative Comments

The EAP isn't confidential."

"You know everything you say gets back to your supervisor."

"I wouldn't trust that program."

Supervisors, managers and co-workers may hear comments like these from employees who are skeptical of the EAP service. These comments should not be dismissed or discounted — they should be addressed right away. To assist managers in doing so, CARE's WLS has developed a five step process using the acronym ANGER.

Address it — Don't let comments like these go unaddressed. This is an educable moment; take advantage of it, even if it means being a little more confrontational than you are accustomed.

Normalize it — The sentiments of many employees are reflected in these comments; however, only few employees express them. Consider "normalizing" the employee's comments by stating, "Lot's of people believe that to be the case. But nothing could be further from the truth."

Give an analogy — As an employee benefit, put CARE's WLS into a context with other confidential benefits such as dental or health benefits: "The company also pays for your dental benefit, but do you think we have access to your dental records? CARE's WLS and dental benefits are both confidential services, and both are paid for by the company. But no one is concerned that information about their cavities will be disclosed to an employer. What makes people think that about the EAP?"

Explain it — "CARE's WLS is a confidential service, which means that no information about an employee's use of the program can be shared without the employee's consent. Counselors must abide by laws concerning confidentiality because, if they don't, it's a career-ending move — they could never practice counseling again."

Refer it — "To help you understand how important confidentiality is to the people at CARE's WLS , I'd like for you to talk to someone there. Can we make that call now?" A CARE's WLS staff member would be happy to take your call.