



CARE's WorkLife Solutions

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Why Supervisors Are Reluctant to Refer An Employee to the EAP

- Skeptical of “counseling” and its benefits.
- Lack of confidence in the EAP.
- Lack of commitment to the EAP from top management.
- Unsure as to how to refer.
- Prior negative experience with the EAP.
- Reports from the supervisor/employee grapevine as to negative experiences with the EAP.
- Fear of being perceived as “inadequate.”
- Overconfidence in one’s own abilities to “counsel” employees.
- Lack of awareness that an employee has a performance problem.
- Supervisor has become too much of a “friend” of the employee to be effective.
- Supervisor’s own issues (from the Kuebler-Ross model of grief and loss).
- Supervisor’s belief that the problem will “solve” itself.
- Fear of retaliation from the employee.

Question: Which of these reasons can lead to job performance decline not just among the ‘troubled’ employee, but among all members of the work team?

Answer: All of them.

For assistance , please contact CARE's WorkLife Solutions