

Working in Partnership with your EAP to enhance resilience & wellbeing

Humanitarian HR Europe Conference 2016
Kate Nowlan – CEO, CiC Employee Assistance



What does a first class EAP look like?

- Responsive, robust and customer focused
- Professional in all aspects – clinical and commercial
- Flexible and adaptable

Who benefits?

- The organisation – demonstrates Duty of Care
- The employee – feels supported by employer in confidential setting
- Managers – confidence in managing mental health concerns which impact performance.

EAP as ‘resilience tool’ – provides holistic care

- Local clinical support, Skype & 24/7 telephone
- Staff and dependents feel supported
- Essential programme for struggling families trying to adjust to cultural difference or separation
- Don’t forget ‘trailing spouse’
- Online / digital access – build awareness
- Help with child and eldercare
- Managing finances while away
- Work/life balance and self-care

Issues we work with

Anger **Stress**
Bereavement
Depression . Fears
RELATIONSHIP ISSUES
Redundancy and work issues
Trauma . Abuse
Change and major life events

The Full Service

- Available 24 hours a day, 7 days a week, 365 days a year
- Available to all employees, partners and dependants*
- Free and confidential
- Staffed by experienced counsellors
- Referrals to:

Structured Support

Information Services

External Support

Mediation services for conflict at work



Secure Online Structured Counselling



Computer-based CBT

<p>Home</p> <p>Urgent Help</p> <p>Technical Help</p> <p>You are here : Home</p> <p>Welcome</p> <p>Welcome to Confidential Care's Living Life to the Full Interactive</p> <p>LLTF Interactive is a self help life skills training package based on the proven Cognitive Behavioural Therapy (CBT) approach.</p> <p>In order to login with your Username and Password, you will need to have received the login details from Confidential Care.</p> <p>So far you will have discussed your options for support with the Confidential Care Advice Line Consultant.</p> <p>Your Confidential Care dedicated counsellor will be supporting you throughout the process.</p> <p>To find out more about the course and be certain this is the right option for you please watch this introductory video clip.</p> 	<p>Account Login</p> <p>User Name: <input type="text"/></p> <p>Security Code:  Enter the code shown above in the box below <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="checkbox"/> Remember Login</p> <p>Forgot Password ?</p>
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Call our Adviceline on **0800 085 1376** or +44 (0)20 7938 0963

Customer Support Messenger - Google Chrome

<https://messenger.providesupport.com/messenger/0v12472gd0v8t14gwtgj455u26.html>



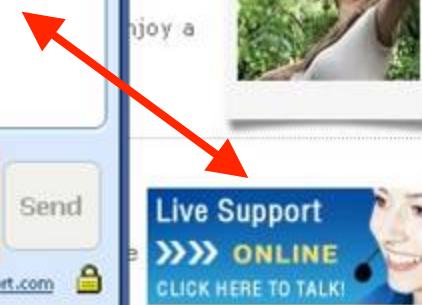
Live Support

Currently in room: **Just Testing (Aidan)**



Hello, I'd like to know more about the EAP...

prehensive wellbeing formation, advice and
Brought to you by
on's Employee
ne (EAP), the site
actical tips, fresh
g reading. Whatever
you will find help here.



Send

Powered by [ProvideSupport.com](#)



Managerial AdviceLine – part of the EAP

- Coaching for Managers
- Duty clinician for out of hours emergencies
- How to deal with difficult conversations
- Supporting managers in the field
- Sharing best practice



“I think the service needs to be promoted more. It needs to be more explicit about the sorts of things the service can help with and what tools/services are available to help. The support I received was invaluable and I wouldn’t have known to call CiC.”

A manager on his experience after calling the Managerial Adviceline for support in assisting an employee with a bereavement.



Well Online

The screenshot shows the homepage of the Well Online service. At the top, there's a navigation bar with links for Work Life, Home Life, Mind & Body, Money, Legal, About the EAP Service, Your Well Online Tools, Contact Adviseline, Assessment Results, Online Counselling, eCBT, and Bookmarks. A large photo of a woman drinking water from a bottle is on the right. Below the navigation, there's a main content area with a large clock image and two people. A sidebar on the left has sections for Work Life, Home Life, Mind & Body, Money, and Legal, each with a small thumbnail image. A central column has sections for 'Work Life' (with a sub-section about stress), 'Creativity at Work', and 'National Stress Awareness Day'. At the bottom, there's a footer with copyright information and a feedback link.

- 24x7 access to Well Online
- Practical tools
- On-line chat
- Archive of monthly help sheets
- Managers site

This screenshot shows another part of the Well Online website. It features a large image of a woman walking in a park. To the left is a sidebar with 'Work Life', 'Mind & Body', and 'Money' sections. The main content area has a section titled 'Mind & Body' with text about the connection between the mind and body. The CIC logo is in the bottom right corner.

Web address: www.well-online.co.uk

Company Username:

Company Password:



Welcome Member | [Logout](#)

An Invitation to a Mindful Life

CiC invites you to experience Mindfulness practice for the next five weeks.

In week 3, you will receive a call from one of our Adviceline advisers to discuss your experience of the programme. What is important is that you commit to the programme of exercises in order that you can experience the greatest potential benefits. Try to practise some of the exercises every week, particularly

Ask yourself these questions when you have finished each one to help you reflect on your ongoing practice:

Did you find this useful?

What was difficult/easy about the experience?

Was I able to observe my thoughts in a non-judgmental way, reminding myself that they are not facts?

* We recommend you listen to these files using headphones

[Introduction Download](#)



[Mindfulness practice 4 – Mindfulness For Pain Download](#)



[Download the Mindfulness helpsheet](#)



Online Self Assessments

Well Online

Call our Adviceline on 0800 XXX XXX

cic supporting organisations

Search Log Out

Home » Mind & Body » Addiction and Recovery » Drinking self-assessment

Addiction and Recovery

- Drinking self-assessment
- Drug use and Addiction
- Facing Up to Alcohol
- Facing up to Addiction
- No Smoking Day
- Smoking Cessation - General Guide
- Why is it So Hard to Stop Smoking?

Drinking self-assessment

Are you drinking too much?

If you're worried about the amount you are drinking, take this short test.

It'll help you to assess the effects of your drinking and if it suggests you're drinking too much, you'll get advice on how to cut down or seek further help.

Start ▶

Drinking self-assessment

content supplied by
NHS choices

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Online Self Assessments

Well Online



Call our Adviseline on **0800 xxx xxx**



[Work Life](#) | [Home Life](#) | [Mind & Body](#) | [Legal](#) | [Money](#) | [Confidential Care](#)

[Search](#)

[Log Out](#)

[Home](#) » [Money](#) » [Debt Solutions](#)

Diagnose Your Debt

Managing your finances can be tough and most people don't realise when they are struggling.

Using 10 of the most common debt warning signs, we've put together a quick online test to see how well you're managing your money and find out if you need further help. Take the test NOW to find out how debt savvy you are!

PayPlan
live again

f t in



DIAGNOSE YOUR DEBT

Managing your finances can be tough and most people don't realise that they are struggling.

We've put together 10 of the most common warning signs that help to pinpoint how well you're managing your money and whether you need further help.

[START](#)



[Bankruptcy](#)



[Credit Card Debt](#)



[Debt Consolidation Loans](#)



[Debt Management Plans](#)



[Full and Final Offers](#)



[IVA - Individual Voluntary Arrangements](#)



[Trust Deeds](#)

Relentless day-to-day

“Any idiot can face a crisis. It is this day-to-day living that wears you out.” Anton Chekhov (1860-1904)



What leads to a ‘breaking point’ are the difficult team dynamics, the lack of privacy, the lack of support, the loneliness and isolation. For relief workers it is the day-to-day frustration and stress that leads to burnout

Invitation to share experience

- DISCUSSION
- Example of when you or a member of your team was confronted with a stressful event, at work or at home.....
- How did you react?
- Could you have used your EAP or internal resources? How could an EAP have offered support?

Employer Awareness – Duty of Care - train your staff

- **Educate managers – emotional intelligence – include national staff**
- Implement comprehensive training programmes to spot first symptoms of stress – psychic inoculation.
- Teach managers to recognise behavioural change – webinars, face to face training
- Leadership culture of understanding
- **Employee assistance/psychological support**

Global trauma support

- Rapid Interventions
- Onsite specialist support with expert network of clinicians
- One to one or Group Sessions
- 24/7 telephone support from EAP
- Natural disasters, RTAs, Conflict zones, death at work, suicide
- Ensure language / cultural fit



Exercise 2

Talk about a time when you were aware of an increase in stress or burnout symptoms at work after a critical incident

- What could have been different?
- Where could you turn for support?

Did you remember the EAP ???? Was there organisational support?

How easy is it for your organisation to offer a full programme to national staff?

Working in Partnership

Using Management Information to
analyse emotional health of
organisation

Online EAP Reporting

[CIC Page](#) [Homepage](#) [Users](#) [Materials](#) [Usage](#) [Logout](#)

EAP Usage Reports for TEST CUSTOMER

Contract start date: 2 April 2012

All fields must be completed!

Company

TEST CUSTOMER ▾

Period (month)

1 month ▾

Report To

Dec 2015 ▾

Name

Aidan Warren

E-mail

aidan.warren@cic-eap.co.uk

[Submit](#)

[Add to Schedule](#)

[Reset](#)

[View Schedule](#)



Managed Referrals Portal

[Homepage](#) [Logout](#)

Notification Portal

Welcome to the web portal for your online notifications.

Referral List for user



New Notifications

Date	Reference	
30/10/2012	HE000167	View
08/11/2012	HE000168	View

Notifications Awaiting Action

Date	Reference	Viewed On	Viewed By	
17/11/2014	HE000291	17/11/2014	Kathryn Dovaston	View
16/05/2014	HE000256	16/05/2014	Kathryn Dovaston	View

Notifications Which Have Been Actioned

Date	Reference	Actioned On	Actioned By	
22/04/2014	HE000253	22/04/2014	Kathryn Dovaston	View
30/10/2012	HE000167	30/10/2012	Kathryn Dovaston	View

Sample Management Information report



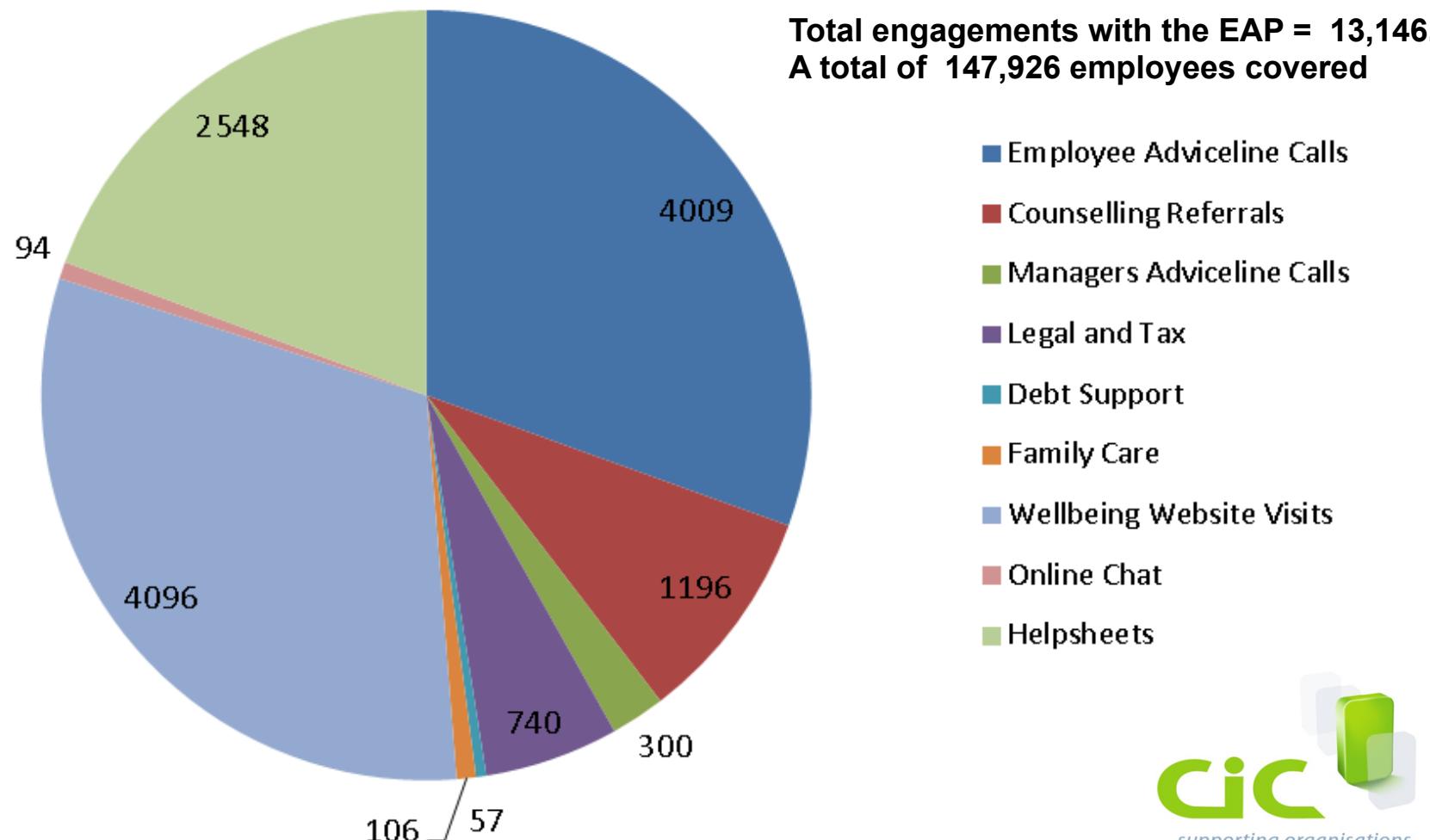
Reporting Includes:

- Account Management Commentary & Trend Analysis
- Number of calls & repeat calls
- Number of referrals to counselling & cases, sessions
- Total instances of usage
- Total work issues & personal issues and graphical representations
- Anxiety levels (Work and Personal)
- Caller Type
- Equality & Diversity information / data
- KPI & Matching Data
- Comparative data to other Organisations



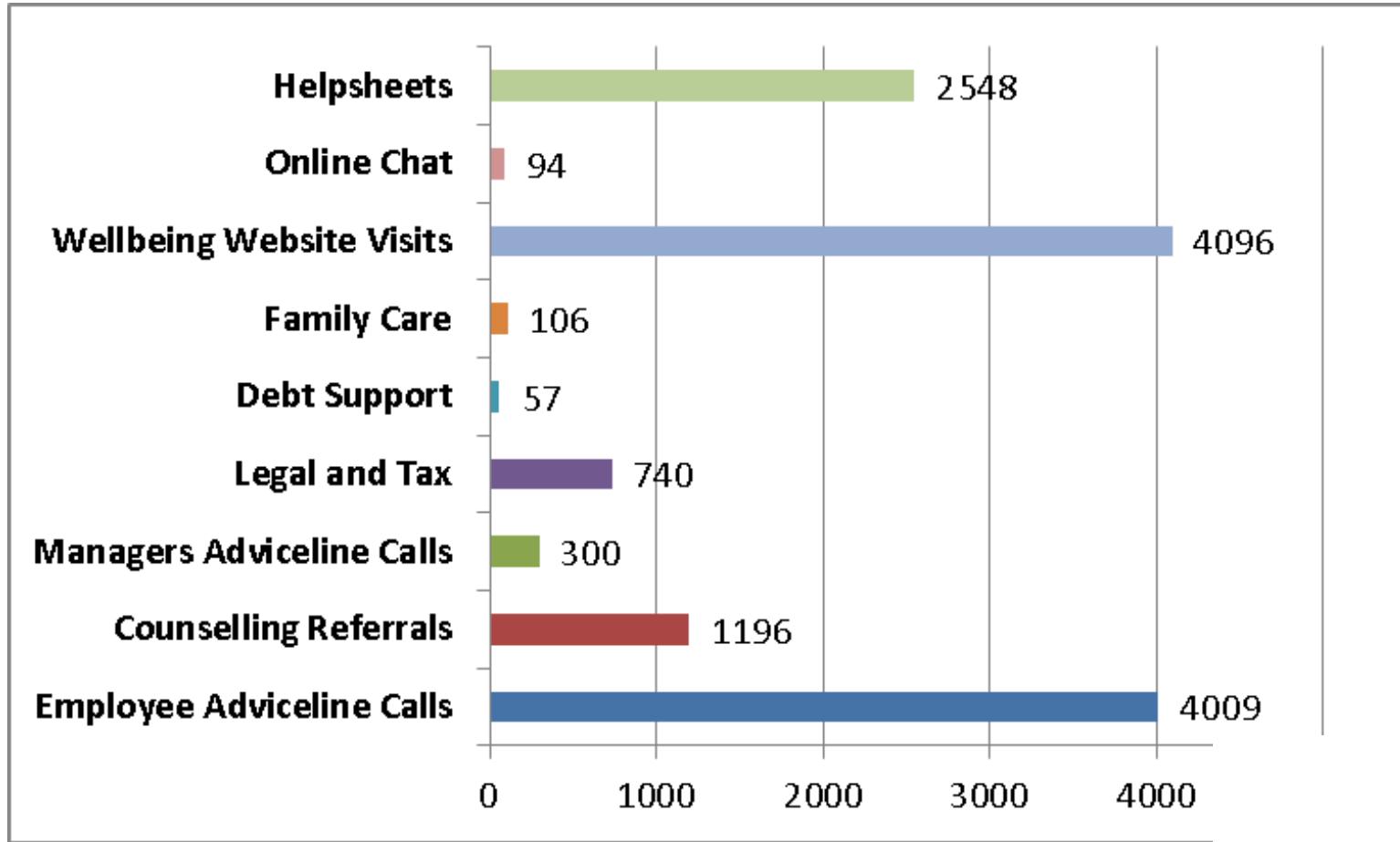
EAP Usage – Example 1

Usage Information – Previous 12 Months



EAP Usage – Example 2

Usage Information – Previous 12 Months



Total engagements with the EAP = 13,146.
A total of 147,926 employees covered

Helpsheets.....bespoke

Stress and Anxiety



"Stress is basically a disconnection from the earth, a forgetting of the breath. Stress is an ignorant state. It believes that everything is an emergency. Nothing is that important. Just lie down."

Natalie Goldberg, American author (born 1948)

"Any idiot can face a crisis. It is this day-to-day living that wears you out."

Anton Chkhiev, Russian playwright (1880-1964)

"Tension is who you think you should be. Relaxation is who you are."

Chinese Proverb

If you're having difficulty sleeping, if you're feeling unusually irritated with your partner, if you're drinking a little more than usual, if you're feeling isolated and lonely, if you're struggling with work deadlines; if you're experiencing any of those symptoms and many besides but aren't quite sure what the matter is, there's a good chance you're suffering from stress.

The Health and Safety Executive (HSE) has estimated that a total of 13.5 million working days were lost in 2007/08 due to work-related stress, depression and anxiety. If the picture at work isn't very encouraging, home life isn't much better.

According to government statistics, one in three households in Britain is now occupied by only one person. The gradual erosion of community and family support underlying that statistic has led to a loss of social support that has left millions feeling increasingly lonely, vulnerable ... and stressed.

When stress mounts, it can turn into anxiety, which can have a debilitating impact on both long-term physical and emotional wellbeing. At the extreme end of the spectrum lie so-called anxiety disorders, which almost always require professional help.

But the good news is that there is an awful lot that we can do to take responsibility for our levels of stress and anxiety. We can't always do something about the demands that are placed on us, but we can always do something about how we respond. If you'd like to discuss any of the issues raised in this Helpsheet, the CIC 24-hour Confidential Care Adriceline is available for practical and emotional support.

www.cic-aep.co.uk

Stress and Anxiety 1

The Power of Optimism



"Pessimism leads to weakness, optimism to power."

William James, American philosopher (1842-1910)

"A man is but the product of his thoughts. What he thinks, he becomes."

Mohandas K. Gandhi, Indian political and spiritual leader (1869-1948)

"For myself I am an optimist – it does not seem to be much use being anything else."

Winston Churchill, British politician (1874-1965)

"While there is myocardial risk life can be complicated and difficult, there is also no doubt that some people seem to find it easier to cope with those odds."

There are those who seem to be able to take grip of much anything in their stride, even terrible adversities, and turn out the other side with a smile on their face. There are also those who find even the smallest setbacks painful and devastating. Most of us would like to think we belong to the first group, which can make it all the more令人懷疑 if something goes awry in the second.

Besides ourselves should take the components of human resilience, resilience, will and a desire for success into account especially as the challenges they face increase others. But resilience is measured evidence pertaining to a very simple truth. If you're optimistic about life, you will do much, much better.

You might say that it's easier said than done. That some people's circumstances just don't allow for optimism, that stress has such a strong hold over you that you think about yourself and your life in, to a large degree, up to you, no manner how challenging your environment. You can't seem to think positively.

Put simply, reaching your self optimism could quite literally save your life, and even though it's a simple concept, it isn't necessarily easy to put into practice. If you'd like to discuss any of the issues raised in this Helpsheet, the CIC 24-hour Confidential Care Adriceline is available for practical and emotional support.

www.cic-aep.co.uk

The Power of Optimism 1

Making Lasting Changes



"The curious paradox is that when I accept myself just as I am, then I can change."

Carl Rogers, American psychologist and founder of Person-Centred Therapy (1902-1987)

"It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change."

Charles Darwin, English naturalist (1809 – 1882)

"When we are no longer able to change a situation, we are challenged to change ourselves."

Victor Frankl, Austrian psychiatrist (1905-1997)

It's that time of year again. We've polished off the last of the Christmas turkey, the bumper box of chocolates is finished, and the empty bottles have all gone to the recycling bin. And so it is that the thoughts of millions of people turn towards New Year's resolutions.

The festive season can leave many of us feeling more than a little fragile, physically, emotionally and financially. But the dawn of a new year also suggests the possibility of a fresh start, a chance to turn the page. So the beginning of January has always been a moment to stop and take stock of the changes that we would like to make in our lives.

From stopping smoking to getting fit or being a better friend to eating more healthily to spending less, the list of personal improvements stretches far into the months ahead. This is the year, we say to ourselves, when we're going to break all those bad habits. This is the year when we'll become, well, better.

And yet if we're completely honest with ourselves, we know that many of our good intentions will not get far beyond the planning phase. Even if we do make a start on changing a particular behaviour, something tells us that it won't be long before we slide back.

But it doesn't have to be this way. Letting change is possible, but in order to be lasting it needs to be planned, gradual and above all, realistic. If you'd like to discuss any of the issues raised in this Helpsheet, the CIC 24-hour Confidential Care Adriceline is available for practical and emotional support.

www.cic-aep.co.uk

Making Lasting Changes 1

Benefits of professional EAP

- *The staff found this very useful to have someone to talk to about the sudden loss of their colleague, the service was excellent as was the advice/support. Very quickly put together with 100% service.*
- *The discussions prior to implementation were helpful, the team listened to our needs and have met them without fail to date, providing flexibility and working in true partnership with us to ensure our staff are getting an excellent and responsive service*

What is good mental health?

Mental health is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.

(Source: World Health Organisation)

Peer support?



Mentoring

Peer Support

*Use experience from those who
'know'*

*EAP can help set up professional
scheme*

Understanding psychological impact of overseas assignments – be proactive

EAP resilience training builds awareness:

- Relationship problems – family **and** work colleagues
- Addiction disorders
- Burnout
- Homesickness
- Financial matters
- Loneliness and isolation
- Shock of new cultural norms

Strategies for managers under pressure

- Mandatory training programmes for colleagues to boost EI, ER
- **Communicate regularly with staff re support structures (24/7 helplines, employee assistance programme, counselling). Work with your EAP.**
- Roll out stress awareness programmes across the organisation.
- Implement wellbeing and wellness strategies – with information about diet, exercise, rest, mindfulness. How easy is this across the globe?
- Ensure staff take holidays, have adequate space for social support.

EAP is a programme for you.....

- Build robust relationship with your provider
- Know your account manager
- Keep them in the loop as organisation changes, and HR contacts move
- Health & Safety / OH to link across organisation
- Ask your EAP to help you.....**design resilience training programmes together**
- Conflict Resolution / Mediation

Just a final reminder.....

- Don't forget the EAP is in place for you as HR consultants as well as for staff
- Communicate, communicate
- Plan initiatives together
- ROI? Staff are supported 24/7.....