

Publication of Wayne Corporation - Employee Assistance Program

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**A.** Yes, phone the EAP because it will help ensure that the referral process is effective, and that the employee receives the necessary support. A signed release formalizes the relationship between the employee, you, and the EAP. Of course, the release allows the EAP to communicate limited but relevant information back to you. Knowing that there is a formal agreement in place motivates your employee to take their appointments seriously, as they understand that their commitment is being monitored. Effective communication while your employee is participating in the EAP also shows your commitment to their well-being and the organization's support. Although the employee may not be pleased about being confronted and referred to the EAP, recognizing your investment in their growth and recovery can positively influence their feelings toward both you and the organization.

**Q.** I tried to help resolve a dispute between two employees and got very emotional about the issues we were discussing. I wanted to take a neutral position but admit it was difficult. How do managers stay neutral, not pick sides, and demonstrate impartiality?