

Employee Assistance Programme

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What is the EAP?

- confidential telephone helpline available 24 / 7
- for all NPG employees & dependant family members
- source of practical help and information
- access to counselling support
 - ✓ for employees with personal or work-related challenges
 - ✓ for managers in their role as leaders
 - ✓ for HR & other stakeholders when supporting others

Employee Assistance Programme



Telephone Counselling



Manager Support



Wellbeing



Financial



Legal



Debt



vClub portal



Face to Face Counselling

Independent | Confidential | 24/7

Qualified Counsellors

- One-off call / Ad Hoc
 - 6 sessions ‘Structured Telephone Counselling’
 - Face to Face Counselling
 - Up to 6 sessions – individuals
 - Up to 8 sessions – couples
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- ✓ Explore feelings / emotional reactions
 - ✓ Get it off your chest
 - ✓ Talk things through
 - ✓ Consider the options
 - ✓ Find clarity



Qualified Lawyers

- Housing / Tenancy issues
- Wills / Probate
- Family law
- Consumer Rights



Qualified Nurses

- Sleep / insomnia
- Smoking / alcohol
- Diet and healthy lifestyle

- Living with a medical condition

- Child & Elder Care



Financial Specialists

- Budgeting
- State Pensions
- Mortgages

- Claiming Benefits
- Tax & Tax Credits
- CSA payments



Debt Counsellors

- Mortgage or rent arrears
- Credit Card debt
- Utilities / Council Tax

- Negotiating with creditors
- Payment options

- Legal action & County Court Judgements



vClub online portal

- Practical Information
 - Helpsheets
 - Downloads
 - Information
- Emotional Support
 - eCounselling
 - Pod Casts
 - debt, family, health, meditation, relaxation



EAP Manager Support

- Duty of Care
- Responsibility for employee's well-being
- Links to policies and requirements of the organisation



Manager Support

- Confidential resource
- Sounding Board facility
- Access to wide range of professional expertise
- External support for employees' issues

- Supporting managers in their role
 - Self Confidence
 - Assertiveness
 - Personal Management Style
 - Build Resilience



Management Consultation

- help to clarify a problem
- explore personal feelings and reactions to situations
- consider alternative solutions and likely outcomes
- support when preparing for difficult conversations
- focus on the human aspect of a situation



Manager Consultation ... option 5

Difficult conversations or meetings

- Disciplinary
- 1-2-1
- Performance reviews

- Absence



Manager Consultation ... option 5

Explore your own emotional reaction

- Relationship breakdown
- Stress
- Family / children
- Alcohol
- The reaction of others
 - anger, crying, swearing



Manager Consultation ... option 5

Traumatic Incident

- Accident at work
- Near-Miss
- Death of a colleague



Manager Consultation ... option 5

Managing change

- More work, less resources
- People react differently
- Productivity
- Morale & Motivation



Manager Consultation ... option 5

- Develop the skills to have difficult conversations
- Help to maintain professional boundaries
- Work through feelings which may get in the way
- Prepare for what might develop in conversations / meetings



Confidentiality

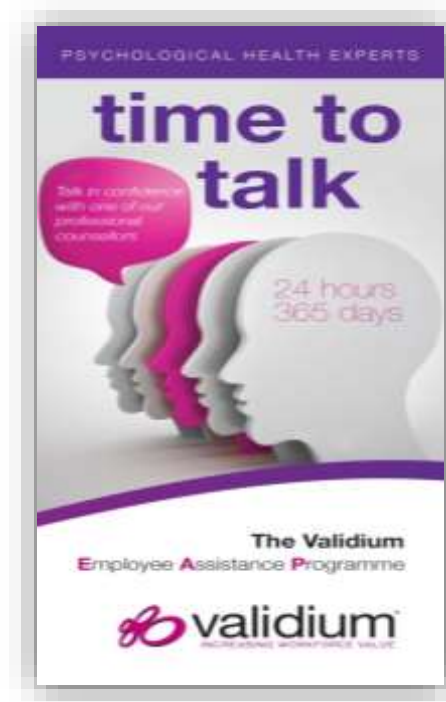
- Quarterly anonymous usage reports:
 - overall utilisation
 - service element breakdown
 - number of STC & F2F counselling sessions
 - type of issues presented

Contacting the EAP

- Freephone - **0800 3 58 48 58**
 - calls answered by professional counsellors
 - information services – legal, financial, wellbeing, manager support
- vClub www.validium.com –
 - Username: NPG
 - Password: support
 - practical information
 - factsheets and information to download
 - podcasts

Materials

- monthly newsletters
- monthly campaign poster & help-sheet
- topical posters each quarter
- fact-sheets & on-line downloads
- pod casts



Your EAP

- Independent , Free , Confidential
- 24 hour - 365 days
- Telephone or Face-to-Face Counselling
- Information, guidance & support
 - Legal, Financial, Wellbeing, Debt
 - **Manager Support**
- vClub online portal
 - e-counselling, information, materials



Thank you

