

# Employee Assistance Programs

Organisations are increasingly using psychology to promote and maintain the psychological well-being of staff.

Psychology Consultants' Employee Assistance Programs (EAPs) are designed to provide individual, confidential counselling to staff and their families for a wide range of personal and work-related problems.

If left untreated, problems like these can cause long-term suffering for staff, will increase their absenteeism, and will reduce their work effectiveness.

To assist organisations manage and prevent the losses associated with these problems, Psychology Consultants provides five core services:

## 1. Staff assessment and counselling

Assessment and counselling services consider your staff members as a total person, including their families. Adhering to confidentiality and anonymity, psychologists provide reactive and proactive strategies for enhancing staff well-being. We also integrate individual counselling with organisational interventions and can work with your staff at our offices, at their home, or at your workplace.

## 2. Critical incident debriefing

In a highly stressful or life-threatening situation such as assault or accident, critical incident debriefing helps people understand the effects of the trauma, and teaches effective ways to control difficult symptoms.

Immediacy can be crucial to the effectiveness of debriefing, and our psychologists are available to staff 24 hours a day, seven days a week. Ongoing treatment programs will depend on the individual and the situation.

## 3. Rehabilitation support services

To support your current rehabilitation program, psychologists can assess staff who are off work because of a physical or psychological injury, help them identify the factors influencing work capacity, and prepare a report outlining diagnostic and prognostic information.

#### 4. Mediation and conflict resolution

Conflict within the workplace can affect staff relationships and productivity. By using Psychology Consultants' external and neutral mediation services, this conflict can often be resolved in a way that is mutually beneficial to both parties.

#### 5. Information and training

Psychology Consultants offers information and training to enhance staff effectiveness at work and facilitate their personal well-being. Topics include managing anxiety / stress / depression; controlling drinking / stop smoking; interpersonal communication; or managing time and are tailored to meet your requirements.