

# Supervisor Guidelines for Referrals to the EAP

Interface EAP is a resource for Supervisors and Managers to help them address job performance problems. The EAP can be used as a supportive, confidential, free, and convenient place to help your employees resolve personal issues. The EAP takes the weight of the employee's personal issues off the supervisor, in a supportive way, allowing the focus of the workplace to remain on performance. Interface will consult with managers and supervisors on effective ways to deal with performance problems, review what type of referral best fits the situation and assist with ongoing management of the employee referral.

## Types of Referrals to the EAP

The key is early intervention. The sooner the employee recognizes and deals with the underlying problems, the easier it will be to resolve. There are different kinds of referrals a supervisory/manager can make to the EAP.

The employee has shared some personal problem(s) and/or there are minor work performance deficiencies that indicate possible personal problems. No job performance concerns are present but without supportive EAP services, the situational stress may result in a breakdown in performance in the future. The employee makes the choice to follow through on the re

## Steps for Making a Formal Referral

Your involvement in the referral process is very important.  
Not sure if you should refer an employee to the EAP?  
Call our Core Management team for guidance.

**Crisis Counselors available 24/7**

Toll Free 1-800-324-4327  
Español 1-800-324-2490

