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Observable Warning Signs of Distress

- Sudden changes in mood or personality
- Withdrawal from friends, family and co-workers
- Rage, anger, seeking revenge
- Acting reckless or engaging in risky activities
- Decreased productivity
- Increased absenteeism and tardiness
- Extended breaks, early departure
- Missed deadlines

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Additional Warning Signs of Distress Substance abuse or increased use

- Feelings of guilt
- · Long periods of "blues"
- Thoughts of suicide (either spoken or written down)
- Hopelessness no reason for living
- · Life changes-divorce or relationship status
- Financial problems
- · Sudden changes in eating or sleeping patterns

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Your Role As A Leader • Employees don't leave Companies, they leave Managers. • You set the tone for your department, be a positive role model. • Make time to really know all your team members –as human beings. • Be able to recognize if something is not right with any of them. · Learn what motivates each of your employees. • Help your organization become a supporter of it's workforce

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The Power of Listening Research Shows: • Most people lack a support system of individuals who will truly listen to their personal concerns • The average person cannot identify someone who will listen to them for more than a few minutes • Over 70% of people seeking assistance for their personal concerns reported that having someone to talk to was helpful • Be that person for your employees!!

Practice Listening Skills Listen actively Give undivided attention Watch for non-verbal clues Listen for what is said and what is not said Get to know the whole person, not just the employee!





Addressing Concern: Do's and Don'ts DO Act in a timely manner. Don't wait for the behavior to worsen. Focus on concrete observable and factual behaviors. Clarify performance expectations and the impact of the problem behavior. Describe how the behavior is impacting your department or business unit. Schedule routine follow up meetings to monitor the progress. Document the problem behavior and your interactions with the employee. Consult with your HR department. Follow company policies and procedures. DON'T Diagnose or label. Remember – only qualified mental health and medical professionals can diagnose. Focus on the behaviors you are able to observe. Present the resources as a punishment. The EAP is an opportunity for the employee to address any issues which may be impacting job performance.

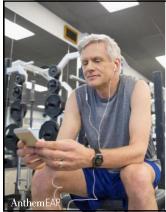
Use your EAP to develop a plan of action

As a manager, you expect to face routine employee issues. When things get complicated, EAP professionals are here to give you guidance, 24/7, 365 days a year. Contact the EAP for:

- Supporting employees in emotional distress
- employee Conflict Management
- Risk-management consultations
- Performance-management consultations

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Don't Neglect Yourself: Manager Self-Care

- Check in with yourself and see where you are emotionally
- Make sure you are managing your work/life balance and make adjustments as needed
- Have interests outside of work
- Identify your support system inside and outside of work
- Be mindful of your sleep, nutrition and level of physical activity
- Remember that you can contact EAP too!

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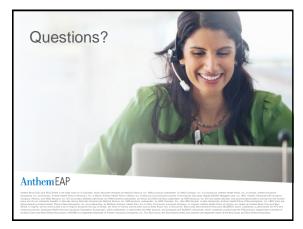
Maintain Your Work and Life Balance

- Prioritize the most important things in your life. Make a list of things you feel you cant live without outside of work
- Make time for hobbies and leisure to help relax and recharge.
- Talk it out with coworkers and friends, use a support system
- Use vacation time to get away
- · Maintain a positive attitude!



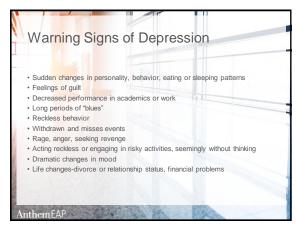
In Summary, Your Role as a Manager See your employees holistically Create a culture of mental wellness – check in with your employees frequently Provide an environment that encourages employees to share Promote and support work/life balance Create a work environment that is pleasurable and fun Have resources easily accessible to share with your employees myStrength App EAP services Behavioral Health benefits Local support agencies and hotlines











| Warning Signs of Suicide Thoughts of suicide (either spoken or written down) Self-harm Obsession with death and/or writing about death Hopelessness – no reason for living; no sense of purpose in life Feeling trapped – like there's no way out Withdrawal from friends, family, co-workers or society Anxiety, agitation, change in sleep pattern (sleep little or all the time) Suicide Contagion Sometimes there are no warning signs and a particular event can trigger someone to attempt or commit suicide | | | | |
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