

Know Your EAP Management Resources During Times Of Change

As supervisors and managers, you face many challenges. EAP is best known for the counseling services we provide. However, there are two additional services that are designed specifically for supervisors and managers. They are **Coaching** and **Consultation**. These EAP services are designed to assist you with addressing the following managerial issues:

- Motivating Your Workforce
- Helping Your Team Meet Its Goals
- Coping With On-Going Organizational Change
- Enhancing Your Communication Skills
- Finding Solutions for Employee Work Performance
- Developing Your Leadership Skills to Meet the Challenges of a Rapidly Changing Workforce

Make the Call!

USPS Employee Assistance Program

1-800-327-4968

(1-800-EAP-4-YOU) TTY: 1-877-492-7341

www.EAP4YOU.com

What is Consultation?

Consultation is situation-specific and usually is associated with a specific problem or concern. It usually involves a one-time meeting with the EAP. Examples of consultation include: making an EAP referral, addressing work performance, dealing with organizational restructuring, etc.

The EAP and the manager will problem-solve potential solutions around these concerns. All levels of supervisors and managers are eligible to receive confidential consultation from the EAP.

What is Coaching?

Coaching has a different focus. It is a non-clinical approach to assisting leaders in maximizing their personal and professional potential. It is designed to assist supervisors and managers improve their performance and enhance the quality of their lives.

Enhancement and improvement is accomplished by focusing on the manager's strengths, promoting self-awareness, and providing support to enhance the skill and resources already present within the leader.

Meeting with a coach helps you develop solutions that lead to positive change. Problem solving from different perspectives inspires leaders to attain their full potential. Simply put, coaching focuses on developing leaders and growing their performance. Coaching usually involves several appointments with the EAP. All coaching appointments are voluntary and confidential.