

CLAREMONT EAP *Your trusted resource*

MANAGER
SUPPLEMENT

IMPACT

April - June 2013

EAP Counseling is Now Available Online

Claremont EAP is pleased to announce that you now have the option of working with an EAP counselor using web-based video conferencing.

The service is easy to use – similar to Skype – but meets medical security requirements.



Why video?

Transportation issues, care-giving responsibilities, scheduling conflicts – Claremont is aware of the obstacles to access in-person counseling. Video counseling eliminates these obstacles and makes it possible for you to work with a counselor in the privacy of your home.



A Message to Managers from Claremont EAP

Often, the employee who needs their Employee Assistance Program the most doesn't think to call for assistance.

A manager's referral to the EAP can be an effective strategy for improving an employee's effectiveness, productivity, motivation and morale. A referral to the EAP can also decrease absenteeism, reduce turnover, foster acceptance of change and reduce stress . . .

An EAP referral can make a difference.

For confidential help, call:
800-834-3773
or visit claremonteap.com

How do I get started?

It's simple. Call Claremont EAP to authorize your counseling sessions. We will refer you to a clinician who is "video-enabled". Once you've contacted the clinician by phone and agreed on an appointment time, he/she will send you an email invitation with a link. A few minutes before the appointment, you click the link and will be placed in the virtual meeting room.

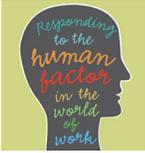
How many video sessions do I get?

You get the same number of video sessions as in-person visits. Video counseling sessions are counted the same as in-person sessions. For now, video conferencing is available for CA residents only.

What are the technology requirements?

All you need is a webcam, microphone and high-speed internet connection. You can use a computer, laptop or tablet. Tech support is available if you run into any issues.

For free and confidential assistance, call Claremont EAP at:
800-834-3773 or visit claremonteap.com



How to Empower Your Team

When employees don't feel empowered, they tend to isolate themselves and work alone, rather than as a team. They can be less motivated, and not be as creative or as inspired to achieve. In turn, this lack of empowerment leaves employees and teams unable to perform to their highest ability and productivity. Empowering your team brings success to employees, groups, and companies.

Read the advice below to see how supervisors can build empowered teams:



Allow the Team to Plan

Allow the team to plan for a whole project, rather than small pieces of a project at a time. This way, employees will have to plan their work schedule accordingly and assign goals for themselves. This will generate team-wide responsibility to get the project done.

Allow the Team to Schedule Projects

Daily meetings on scheduling can take up precious time rather than fill individuals with a productive spirit. Allow employees to schedule for their tasks, giving them enough work to fill up a week or more. Letting team members schedule projects on their own will help create better planning skills.

Allow the Team to Make Decisions

When an employee is involved with decision-making, he or she will feel like an essential part of the team. Bring the team together for brainstorming or impromptu meetings so individuals can share in the decision-making process. Encouraging decision-making will make sure the team moves forward quickly toward its goals.

Allow the Team to Assign Work to Its Individuals

Individuals of a team have insight into their strengths and skills, so allow the team to divide up a large project on their own. Also, this will allow individuals to build up strengths and skill sets that they may not have developed, as a person may have to complete a task he or she may have not done before. As a result, you will have better trained more well-rounded employees.

Look at Results Rather Than the Process

When a team does the work to plan, schedule, make decisions, and assign duties, the supervisor will be able to see if the team was effective or not. By looking at the end result, rather than the process, you'll be able to empower your employees with the ability to govern themselves yet still provide feedback on whether their results were acceptable. This will inspire the team to find new ways to work on other projects, and adjust their process if necessary.

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