

Powerful Handouts that Help Employees and Promote the EAP

Reproducible and editable. Each one is recorded in Microsoft Publisher on a CD, inserted into a top loading sheet protector, and placed in a plastic storage case.



E-001 Balancing Work & Family
WHAT: This handout is a practical tool to help employees understand, gain awareness of, and practice tips to improve work and family balance. **WHERE TO USE:** EAP direct service, workshops, waiting room, EAP promotion.



E-002 Understanding Depression
WHAT: Helps employees understand depression, its causes, signs and symptoms, myths, and treatment options, and reducing stigma. **WHERE TO USE:** Depression screenings, EAP direct service, workshops, waiting room.



E-003 Managing Your Anger
WHAT: Helps employees understand anger, gain control, and diagnose problems. Includes a tool to practice anger management. **WHERE TO USE:** EAP direct service, health fairs, waiting room, workshops.



E-004 Dealing with Debt and Credit Problems **WHAT:** Helps employees determine if debt trouble exists how to take action; also tells about credit repair services and scams, and consumer laws. **WHERE TO USE:** EAP direct service. Workshops, waiting room, promotional fairs.



E-005 Giving Couples Counseling a Try **WHAT:** How couples counseling works to help save a relationship. Types of couple problems. What to do when a spouse won't go. Motivation to try it. **WHERE TO USE:** Direct service with EAP clients, waiting room and workshops.



E-006 When You Experience a Traumatic Event **WHAT:** Understand trauma and how it affects the psyche. Traumatic stress symptoms, dos and don'ts. About PTSD and more. **WHERE TO USE:** Use With CISM program, distribute after traumatic events.



E-007 Tips for Parenting Teens **WHAT:** Ten tips to help parents understand key issues such as identity, self-esteem, parental conflict, peer influence, emotions, and sex. **WHERE TO USE:** EAP direct service, workshops, health fairs, waiting room.

Continued on reverse

Our 15 Most Popular Handouts at Your Fingertips!



E-008 Assertiveness Skills

WHAT: Defines assertiveness and why it's difficult. Benefits of being assertive. Assertiveness vs. aggression. Steps to being more assertive. **WHERE TO USE:** EAP direct service, health fairs, waiting room.



E-009 Resolving Coworker Conflicts

WHAT: The nature of conflict and misconceptions. Intervention and prevention steps. How to keep relationships productive. **WHERE TO USE:** Conflict resolution clients, EAP direct service, workshops, EAP promotion.



E-010 Adult Attention Deficit/Hyperactivity Disorder

WHAT: Definition and description. Signs, symptoms, motivating employees to get help. **WHERE TO USE:** EAP direct service, EAP promotional events, waiting room.



E-011 Violence in the Workplace

WHAT: Defines different types of workplace violence, facts, risks, warning signs, dos and don'ts with coworkers, and what to do if you are a victim. **WHERE TO USE:** Special workshops on violence in the workplace.



E-012 Thinking About Your Drinking

WHAT: Definition of alcoholism, reducing stigma, understanding the disease, signs, symptoms, self-diagnosis, and understanding how denial works. **WHERE TO USE:** EAP direct service, workshops on substance abuse in the workplace.



E-013 Coping with the Blues

WHAT: Distinguishes normal blues from depression. Cognitive intervention to limit frequency of the blues, and when to seek professional help. **WHERE TO USE:** EAP direct service, waiting room, EAP promotional events.



E-014 Thinking About Psychotherapy

WHAT: Explains psychotherapy. Answers important questions: who, what, how, cost, managed care issues, and how to get the most from treatment. **WHERE TO USE:** EAP direct service, promotional events, waiting room.



E-015 Codependency: Caring Until It Hurts

WHAT: A less confusing look at codependency signs, symptoms, misconceptions, and breaking free of dysfunctional relationship behaviors. **WHERE TO USE:** EAP direct service, promotional events, waiting room, and special workshops.

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Powerful Handouts that Help Supervisors and EAPs

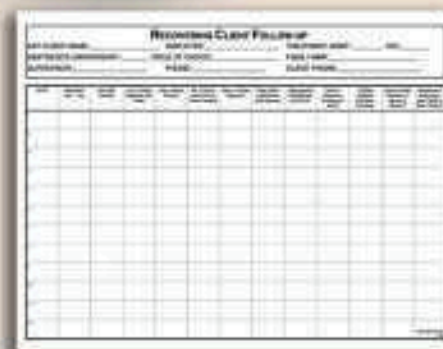
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V-001 Drugs of Abuse Chart WHAT: Describes types of drugs (including alcohol), drug names, street names, methods of use, symptoms of use, and hazards of use. *WHEN TO USE:* Department of Transportation training, supervisor training, employee awareness, supervisor consults.



V-002 Progression and Recovery Curve of the Alcoholic WHAT: We spoke with dozens of treatment professionals, CEAPs, and recovering persons. Includes twice as much information as seen on similar charts. *WHEN TO USE:* Motivational interviewing, employee awareness, in-treatment interviewing.



V-003 Tracking Sheet for EAP: Follow-up of Recovering Clients WHAT: Proper follow-up means tracking diminishing involvement in the recovery program and intervening earlier. Improves outcomes. Instructions included. *WHEN TO USE:* In-person client follow-up.



V-004 Addictive Disease in the Workplace Progression Curve WHAT: Shows addictive disease symptoms, life-social symptoms, and performance symptoms chart. Definitely a first. *WHEN TO USE:* Supervisor training, EAP client education in EAP interviews or patient settings, supervisor consults.



V-005 Enabling in the Workplace WHAT: Describes examples of enabling behaviors of supervisors and coworkers. Also describes how organization policies, politics, and the industry type enables addicts. *WHEN TO USE:* Supervisor training, employee education, management consults.



V-006 Five Ways to Refer an Employee to the EAP WHAT: Describes and details five different ways a supervisor can influence EAP referrals. Encourages self-referral, supervisor referrals, and "firm-choice" interventions. *WHEN TO USE:* Supervisor training and supervisor consults.



V-007 60 Signs & Symptoms Checklist WHAT: Forty-two lines and more than 60 performance problems on one sheet. Supervisors can use this handout as a memory jogger and menu when constructing documentation. *WHEN TO USE:* Supervisor training and supervisor consults.

Continued on reverse

Our 15 Most Popular Handouts at Your Fingertips!



V-008 How to Write a Corrective Letter WHAT: The "missing link" to effective supervision and change is the corrective letter. We wrote the best outline ever and included a follow-along example. **WHEN TO USE:** Supervisor training, supervisor consults.



V-009 Back-to-Work Conference Guidelines WHAT: Guidelines for employees returning to work after treatment for serious behavioral/medical illnesses should participate in a back-to-work conference. **WHEN TO USE:** Supervisor consults prior to the back-to-work conference.



V-010 Avoiding Armchair Diagnosis WHAT: EAP referrals slow when supervisors start diagnostic thinking. Here are 10 ways supervisors unwittingly act or think as "armchair diagnosticians" with examples of what they say and do. **WHEN TO USE:** Supervisor training, supervisor consults.



V-011 25 Questions for the Person in a Relationship with an Addict WHAT: Awareness for the person in a relationship with an addict is the start of recovery and intervention. **WHEN TO USE:** Motivating clients to consider Alanon, family intervention, or other self-help measures.



V-012 Ten Role Plays & EAP Referral Scenarios for Supervisors WHAT: Ten role plays and follow-up questions for discussion. Includes common and complex supervision scenarios, communication with the EAP, confrontation, and follow-up. **WHEN TO USE:** Supervisor training.



V-013 Best EAP Referral Tips for Supervisors WHAT: Experience and supervisor referral "misfires." Helps supervisors motivate employees to accept a referral and reduces frustration with the referral process. **WHEN TO USE:** Supervisor training, supervisor consults.



V-014 Enabling: Definition, Impact, and Loss WHAT: Describes what enabling really is, how it emerges, and why some addicted employees die from "institutional" enabling. Advocates action before the "big one" hits. **WHEN TO USE:** Supervisor training, employee education and awareness.



V-015 Follow-up Tips for Supervisors WHAT: After EAP referral, what's next? Easy list of dos and don'ts. Covers every point along the referral continuum from beginning to end. Helps supervisors thwart manipulation. **WHEN TO USE:** Supervisor training, supervisor consults.

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E016

What to Do about a Negative Performance Review

WHAT: Helps clients focus on the positive and what they can change after a bad review; staying

focused, energized, and determined for next time.

WHERE TO USE: Client sessions, health fairs, EAP waiting areas, assessments.



E017

Sticking to Your Recovery Program from Addictive Disease

WHAT: Essentials that every recovering person needs to know but often takes years to discover in recovery.

This handout doesn't short-cut sobriety and recovery, just some of the essential information that make them possible.

WHEN TO USE: Clients in addiction recovery.



E018

Caught in the Web: Internet Addiction

WHAT: Awareness about the high risk of Internet addiction, with warning signs and more. Internet abuse is causing companies mil-

lions. Helping employees before they destroy themselves or the company is critical

WHEN TO USE: Health fairs, client counseling sessions, EAP waiting areas.



E019

Workplace Injuries: Stress and Recovery

WHAT: After injury comes the risk of depression, conflict at home and with coworkers, and risk of further injury.

WHEN TO USE: Mail to clients, follow-up counseling sessions after injuries to help reduce workers' compensation costs.



E020

When There's Talk of Suicide

WHAT: Understanding suicide facts, risk, and prevention. Warning signs. Dos and don'ts, taking action, helping a friend. Myths and misconceptions. Resources.

WHEN TO USE: Counseling sessions, health fairs, waiting rooms.



E021

Living Life as a Shift Worker

WHAT: Shift workers are important people with special needs. Stress management, family stressors, circadian rhythm issues, sleep issues, health habits, dangers on the job, and more.

WHEN TO USE: Health fairs, counseling, waiting rooms, presentations to shift workers.



E022

When You're a Victim of Domestic Violence

WHAT: Victims of domestic violence come to work, but they don't say who they are. Defines domestic abuse, increases awareness,

what to do, encourages seeking help.

WHERE TO USE: Clients sessions, health fairs, waiting rooms.



E023

Facing and Stopping Compulsive Eating

WHAT: Another silent, and stigmatizing health care problem and killer. Misconceptions, symptoms, how treatment works, and hope for

change.

WHERE TO USE: Health fairs, client sessions, post-treatment follow-up.



E024

Manage Stress Right Now!

WHAT: No time for complicated stress management strategies! Here's ten practical tips anyone can use to manage stress and feel rejuvenated fast.

WHERE TO USE: Client counseling, health fairs, waiting rooms.



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E025

Making Holidays More Positive

WHAT: A handout for those who suffer in silence. Issues, ten tips, getting positive, and coping effectively with the holiday experience.

WHEN TO USE: Presentations, waiting rooms, clients sessions.



E026

Dealing with Workplace Negativity

WHAT: One of the most requested subjects. Sources of negativity and how to head it off at the pass. Some rules, some tips, and a few tricks on reducing negativity and contagion.

WHEN TO USE: Brown-bag seminars, health fairs, group conflict intervention.



E027

When Organizational Change Affects You

WHAT: Understanding organizational change, preparing for downsizing, action steps, and planning ahead.

WHEN TO USE: Presentations, waiting rooms, client sessions.



E028

Preventing and Stopping Sexual Harassment

WHAT: Sexual harassment defined, prevention steps, the importance of stopping inappropriate behavior, that "no" means "no," and don't do it again; what to do, internal help.

WHEN TO USE: Presentations, client sessions, waiting rooms.



E029

Improving Your Relationship with the Boss

WHAT: Your relationship with your supervisors is the most important one you have at work. Here's how to improve the likelihood of making it the best one possible.

WHEN TO USE: Client counseling sessions, presentations and seminars.



E030

Military Deployment Stress

WHAT: Fight for the home front! Ten things to do and consider to reduce the burden of deployment stress on the whole family. Stress tips on coping, remaining positive, and making reunions the best.

WHEN TO USE: Family counseling, young persons, waiting rooms, presentations.

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E031

Alcoholism Is a Family Disease

WHAT: Alcoholism and its impact on the family. What's wrong, guilt and enabling, myths, misconceptions, what to do, and "right thinking" about the disease. Add

your input to create your ideal fact sheet for clients.

WHERE TO USE: Client sessions, health fairs, EAP waiting areas, assessments.



E032

Be a Star Performer at Work

WHAT: Most employees want to do their best work. What are the commonalities among outstanding employees? Knowing these can inspire

employees to achieve more, help them spot their shortcomings, and motivate them to improve.

WHEN TO USE: Client sessions, promotion.



E033

Coping with a Mentally Ill Family Member

WHAT: Guilt, confusion, and worry face family members of the mentally ill. This fact sheet gives them hope, support, and determination to accept the

chronicity of mental illness and become empowered through knowledge, while seeking support.

WHERE TO USE: Client counseling sessions, EAP waiting areas.



E034

Could Group Therapy Be for You?

WHAT: Many clients resist the idea of group therapy, despite its power and effectiveness. It's also cheaper, than individual therapy.

Tackles myths and motivates clients to say, "Yes, I will give group therapy a try."

WHERE TO USE: Counseling, waiting areas.



E035

Facing a Bully at Work

WHAT: What is a bully? Why they do it? What should the victim do? About getting proactive to help employees and to help employers who may face legal claims if

bullying doesn't stop.

WHERE TO USE: Counseling sessions, health fairs, waiting rooms.



E036

Dealing with Customer Service Stress

WHAT: Customers are the lifeblood of business, but when they're treated badly by stressed employees, they walk away with

their wallets. How to cope, what to do, "right thinking" about customers.

WHEN TO USE: Training on stress



E037

The Art of Detachment

WHAT: One of the most important life skills. Letting go, ending enabling, getting past guilt, love versus control, why detachment just might be "the

ticket" the employee's been searching for.

WHERE TO USE: Clients sessions, waiting rooms, health fairs.



E038

Dealing with Difficult Coworkers

WHAT: Who is a difficult coworker? Types of approaches to difficult coworkers. Are you one of them? Effective strategies for a more harmonious workplace.

WHERE TO USE: Health fairs, client sessions, conflict resolution counseling (also for fun and a few laughs).



E039

Coworkers Facing Grief Together

WHAT: "What do we do?" "What do we say?" These common coworker questions have commonsense answers. Provides support, clarifies, helps

prevent the pain of loss from becoming panic over the process.

WHERE TO USE: Grief counseling, group work.





E040

Helping Someone Who Doesn't Want Help

WHAT: What to say, how to say it, what to expect. Is it your role or someone else's? Do it now, or say it later? When to use a push

strategy or a pull strategy, and when to "let nature take its course."

WHEN TO USE: Client sessions, counseling.



E041

Communication Tips for a Happier Workplace

WHAT: Stop poor workplace communication that can create bad attitudes and thwart productivity. It's not what you say, it's how you

say it -- and a lot more.

WHEN TO USE: Brown-bag seminars, OD projects, group conflict intervention.



E042

Keeping Energized at Work

WHAT: After lunch, it doesn't have to be all downhill. Here's how to stay perky for improving productivity, managing stress, and knowing what zaps your energy,

plus other tips for fighting fatigue.

WHERE TO USE: Waiting rooms, health fairs, client sessions.



E043

Valuing Diversity at Work

WHAT: What is diversity in the workplace? Why is it important? What is the difference between tolerating, valuing, and celebrating diversity? How does

valuing diversity contribute to the bottom line?

WHEN TO USE: Presentations, group work, OD projects.



E044

Functional Alcoholism (Isn't!)

WHAT: His (her) drinking doesn't affect me--he's a "functional alcoholic"! All about the world's most enabling phrase. What it means and how this misnomer

takes its toll on everyone, including the addict.

WHEN TO USE: Presentations, A/D education.



E045

It's Not to Late! Making 2008 Happy, Healthy, and Productive

WHAT: It's not January, but that's the point. This fact sheet is for any month or year. It goes the next step to keep

employees fired up. (And all fact sheets are editable!) **WHEN TO USE:** After January!

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E046

Aging Gracefully

WHAT: Embracing the present; accepting limitations without elimination; moderating versus giving up on things you love; being an optimist; new hobbies; taking care of yourself; tips on enjoying life; not looking back; much more.

WHERE TO USE: Client sessions, brown-bag luncheons.



E047

The Art of Giving Feedback

WHAT: The art of giving feedback to others; focusing on behavior, not personalities; what to say, how you say it; the sandwich technique; when others resist; when feedback doesn't fit; keeping egos out of feedback.

WHERE TO USE: Team building, client sessions, off-site retreats, conflict resolution.



E048

Becoming an "Askable" Parent

WHAT: Children who aren't getting answers from their parents will go somewhere else. What is an "askable parent"? Becoming receptive. Developing skills in honesty and

directness. Arming yourself with information and understanding "TMI".

WHERE TO USE: Client counseling sessions. EAP waiting areas, health fairs.



E049

Before You Quit Your Job

WHAT: Avoiding over-react to conflict; the right reasons to quit; the right reasons to quit; considering the consequences of quitting a job; being professional in letting go; not burning bridges; more.

WHERE TO USE: Counseling and individual client sessions, waiting rooms.



E050

Respecting Generational Differences

WHAT: "Ageism" and its cost; attitudes and values of different generations--boomers, X, Y and beyond; why we can't get along, and how to start making it happen.

WHERE TO USE: Conflict resolution, individual sessions, brown-bag seminars.



E051

Compulsive Gambling is a Bad Deal

WHAT: What is compulsive gambling; why people become gamblers. Am I at risk? Self-diagnosis, signs and symptoms. Treatment and recovery of compulsive gambling addiction.

WHERE TO USE: Individual counseling, health fairs, family counseling.



E052

Effective Time Management for Supervisors

WHAT: Supervisors who manage time well win the management game. Loads of tips, "building in" time, prioritizing, delegating, setting goals, minimizing meetings, knowing when to take a break.

WHERE TO USE: Clients sessions, training supervisors, small group work.



E053

Coming Back Home

WHAT: Managing the emotional build-up of coming home from; transitions; expectations; getting back to normal life; Ten powerful tips for families and

key issues of reuniting.
WHERE TO USE: Family sessions, group work, health fairs, waiting rooms.



E054

Coping with a Crisis

WHAT: Crisis versus trauma. Definition and "what works" in managing crises. Is it a crisis? Staying mobilized. Steps for coping. Managing disruption. Keep-

ing structure in your life. Decision making. Signs that crisis is affecting you.

WHERE TO USE: Counseling sessions. Groups.



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Coping with Divorce

WHAT: Emotions and loss; legalities; avoiding unnecessary conflict; seeking support; taking care of yourself; refocusing your energy; avoiding unhealthy coping behaviors; forgiving yourself. Moving forward.

WHEN TO USE: Client sessions, counseling, waiting rooms.

E055



When You've Been Disciplined at Work

WHAT: Discipline isn't punishment; causes of employee discipline; what to do; how to respond; seeing an opportunity for change; why the employer isn't the "bad guy."; responding with the right attitude; using the EAP.

WHEN TO USE: Individual counseling sessions

E056



Managing Caregiver Stress!

WHAT: Caregivers are special, but have important needs. Types of stress; caregiver needs; avoiding denial of needs; support of caregivers; when you need help; what works!; what doesn't work!; counseling; tips.

HERE TO USE: Counseling, waiting rooms.

E057



Taking Initiative On the Job

WHAT: Why initiative is powerful--and it's free! What is initiative; why you don't take initiative; proactive initiative vs. initiative out of fear. Spotting opportunities

for initiative; the payoffs for everyone.

WHEN TO USE: Waiting rooms; team building.

E058



Eldercare Across the Miles

WHAT: Stressors faced by employees with long-distance eldercare responsibilities; tips for caregivers and family; mistakes and missteps of family members;

what elderly persons should do; resources.

WHEN TO USE: Counseling sessions, brown-bag presentations.

E059



Preventing Identity Theft

WHAT: Keeping personal information secure. Monitoring credit properly; shredding and protecting; guarding your SSN; responding to mail and

e-mail solicitations; password problems; credit bureaus; responding to suspicious activity.

WHEN TO USE: Waiting rooms, seminars.

E060

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