

Management Consultations

ComPsych® GuidanceResources® employee relations generalists are available to provide information, resources and perspectives to help supervisors deal with a broad range of employee issues through management consultation.

Supervisors and managers can speak with experts regarding behavioral health, substance abuse issues, potential workplace violence, organizational changes or any other employee-related situation, including ADA and FMLA leaves. Here are two examples of how our experts can help:

Scenario A

A supervisor is concerned about an employee whose work performance has suffered and who is suddenly acting unprofessionally with his team. The supervisor requests guidance on how to address these issues directly with the employee while being sensitive should the change in behavior turn out to be a result of a personal issue.

The management consultant talks with the supervisor and validates the supervisor's concerns about the employee's negative impact on the workplace. The consultant provides guidance on how to speak with the employee and how she can be clear and specific about performance and behaviors that are failing to meet expectations. The consultant reminds the supervisor that the EAP can help the employee in addressing personal issues that may be impacting work performance and behavior.

Scenario B

A HR manager requested a management consultation in preparation for a meeting with an employee that could result in termination. The manager is concerned about how the employee may react in view of the employee's recent disclosure of being depressed. The manager wants to be prepared to assist the employee if she becomes upset during the meeting.

The consultant advises to have the EAP toll-free number available and confirms that the EAP is available 24 hours a day, seven days a week. The consultant advises HR that if the employee becomes distressed during the meeting, the manager can facilitate a call to the EAP for immediate crisis management. The consultant also advises that if the employee reports imminent harm to herself or others, the manager should contact 911 immediately. With the support of the consultant behind him, the manager feels better prepared to meet with the employee and moves forward in scheduling the meeting.

Getting Help

You can rely on your GuidanceResources® program for professional, competent and confidential management consultation.

Here when you need us.

Call: 844-216-8709

TTY: 800.697.0353

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: BCBSMTEAP