

LifeMatters® Consultation Services

A Manager's Guide

What is LifeMatters?

LifeMatters provides employees and their families with expert assistance to address personal issues. Managers also have access to a consultation service that can assist with addressing employee performance and personal problems, team or work group conflicts, and workplace crises.

How can LifeMatters help managers?

LifeMatters provides professional consultants who will:

1. Help define the employee or workplace problem
2. Suggest options for how to address the difficulty
3. Assist with developing a plan of action
4. Refer you to other company and community resources
5. Provide ongoing coaching as needed

Who can use the consultation service?

- ▶ Supervisors and managers
- ▶ Human Resources staff
- ▶ Benefits personnel
- ▶ Company medical staff

How much does consultation cost?

Nothing. Your company provides this resource to assist you in your role. Your only investment is your time.

When is assistance available?

Anytime! Services are available 24/7/365.

How does it work?

- ▶ Call 1-800-634-6433 and ask to speak with a consultation specialist or counselor.
- ▶ Send an email to consultants@empathia.com. (Email is best used in non-emergency situations.)

Does LifeMatters interface with Human Resources?

LifeMatters works closely with your HR department to ensure that all recommendations conform to company policies and procedures. The consultation service is an adjunct to, not a replacement for, your HR department.

Reasons to Call LifeMatters for Consultation

- ▶ Confronting an employee about performance issues
- ▶ An employee's personal problem
- ▶ Suspected drug or alcohol use on the job
- ▶ Interpersonal conflicts between team members
- ▶ Establishing clear, attainable expectations for performance
- ▶ Addressing crisis situations, such as a violent incident, the death of an employee, or a natural disaster
- ▶ Your own personal concerns
- ▶ Any other work-related issue

LifeMatters offers professional management consultation when you need it, as often as you need it. Call or visit mylifematters.com — password **CCMH2**.

Call the **LifeMatters®** Management Consultation Service toll-free anytime. **1-800-634-6433**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365

mylifematters.com • Text "Hello" to 61295

Call collect to **262-574-2509** if outside of North America

TDD and language translation services are available

 facebook.com/lifematterseap

