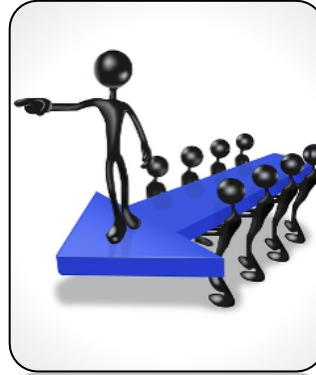


**Q. Every team member knows about the Employee Assistance Program thanks to an EAP orientation held five years ago. Would a refresher session be helpful?**

A. Having staff from EAP provide another overview and refresher on their services is incredibly valuable. While many employees may be familiar with EAP, a visit from our counselors can boost awareness and encourage greater utilization of its resources, especially during challenging times at home or work. In today's fast-paced world, where distractions compete for our attention, taking a proactive approach to promoting EAP services is essential. By inviting EAP staff to your workplace, you help reinforce the importance of mental wellness but also allow employees to meet EAP staff, ask questions, and address any myths or misconceptions, especially about confidentiality and costs. Each year, your organization is entitled to a 30-minute orientation. Click the link to [schedule an orientation](#) or watch our [5-minute EAP refresher video](#).



**UR Medicine EAP**  
179 Sully's Trail  
Suite 200  
Rochester, NY 14534

(585) 276-9110

**Email:**  
[EAP@urmc.rochester.edu](mailto:EAP@urmc.rochester.edu)

**Website:**  
[urmc.rochester.edu/EAP](http://urmc.rochester.edu/EAP)

**Q. When I suggest EAP support to a struggling employee and performance issues continue, I find it difficult to take disciplinary action. This is especially tough when the employee says they are actively working with EAP. Why do I find it difficult to proceed with discipline in this situation?**

A. EAP should not be used as a scapegoat for an employee not improving on their on-going job performance issues. As a concerned supervisor, it's normal to feel the need to delay reasonable disciplinary action when an employee is working on personal problems. However, EAP support is designed to complement disciplinary and administrative procedures, not to interfere with them. If you are struggling with how to continue addressing performance issues with an employee, EAP can support you with unlimited 24/7 supervisor consultations to help you navigate effectively.

**Q. What is the top skill for effective leadership and supervision?**

A. Effective communication is one the most important skills a manager can have. While leadership skills, emotional intelligence, problem-solving, and interpersonal skills all are important, being a good communicator is a foundational skill of good supervision. Although you may not always be praised for your communication skills, poor communication will stand out. Management will be concerned about supervisors with problematic communication because it

negatively impacts employees. For example, failing to communicate changes, assigning last-minute work, giving unclear instructions, withholding important information, not giving feedback, and leaving employees unsure of their tasks all create stress and confusion. These issues can harm morale and upper management will notice.

Learn about [21 common communication problems to avoid](#).