Supervisor Spots a Possible Problem.

Informal Discussion with Employee.

Manager Documents Performance Issues and Discussions

Formal Corrective Interview: EAP Referral

EAP Appointment

Help Given or Referred to Resources

Performance problems continue

Fails to keep Appointment

Rejects EAP Referral

Performance remains unsatisfactory, or again becomes unacceptable

Acceptable Performance

Positive Outcome

Continued Observation and Documentation

Disciplinary Action

(This step should be approved by HR and coordinated in advance with EAP)

Consider “firm choice” — accept discipline now or participate in EAP with discipline held in abeyance (Dismissal/termination is most powerful lever, but should be justified.) pending follow-through with EAP recommendations. Appointment follows upon conclusion of corrective interview.

Employee may or may not be helped. Performance may or may not be positively affected by EAP assistance or referral.

Informal referral or mention of EAP if employee says personal issues exist

Goes Later (Self Referral)

Rejects EAP Recommendations

Highest Likelihood Of EAP Success, Particularly for Alcohol and Drug Addicted Employees

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