

Employee Assistance Programme

A Manager's Guide

to PAM Assist

Some useful information that you should know about using the PAM Assist employee assistance service as a management resource.



What is PAM Assist?

PAM Assist is your Employee Assistance Programme (EAP). Your EAP is a professional service that offers counselling, information and support for all types of work and personal related issues and problems. It's available 24 hours a day, seven days a week by calling a freephone number set up just for you.

PAM Assist is available to all staff, and it can be especially useful for managers. The EAP can help you address issues affecting the wellbeing of your staff, management issues and all kinds of situations you may not be quite sure how to handle. It can help make your job easier and less stressful.

The benefits of the service include:

- ✔ One off support calls 24/7 365 days, answered by a qualified counsellor
- ✔ Face to face, telephone or E counselling (via secure virtual platform)
- ✔ 6 sessions structured counselling for individuals
- ✔ Psychological assessment and referral for additional therapy (e.g. cognitive behavioural therapy)
- ✔ Specialist legal and debt support
- ✔ Dedicated line manager support
- ✔ Online and app based wellbeing tools and resources
- ✔ Wellbeing training and workshops
- ✔ Critical Incident response support



Access PAM Assist via

the details below:

0800 247 1100
pamassist.co.uk
Organisation code **GCC**

24/7



For any questions regarding

the EAP service, email:

info@pamwellbeing.co.uk

Using PAM Assist as a Manager

Why is it important as a manager to know about the EAP?

1.

Managers are one of the best referral resources for the EAP as employees may come to you looking for advice or direction. As a manager, you want to assist employees with issues that arise and may be affecting them in the workplace. In order to do this, you can utilise the EAP as a resource for you and your employees.

2.

PAM Assist recognise that line managers have a specific set of challenges due to their role, such as managing their time, recruitment issues and developing key objectives. You can use the EAP as a management tool to assist you in your role and develop your manager skills.

Every manager should know

these facts about the EAP:

- ✓ Anybody in the organisation can access the service
- ✓ It's useful in a range of situations and for many kinds of issues, at work and at home
- ✓ The EAP can be used as a management tool
- ✓ It's completely confidential and free to use
- ✓ It's designed to be the first call you make

Why use the EAP as one of your management tools?

The EAP is an excellent management tool, once you understand how it works and what it offers. **The PAM Assist team is a confidential source of guidance and information, to help you:**

- ✓ Provide encouragement and support to your employees during difficult situations
- ✓ Develop a plan to deal with employee performance/conduct/attendance issues
- ✓ Save valuable time by providing solutions to a wide array of employee issues
- ✓ Support personal issues that interfere with workplace functioning and productivity
- ✓ Develop your skills as a manager

"I knew about sending employees to the EAP, but the idea of using it myself to solve management problems was totally foreign to me."

How to use PAM Assist?

How to use the EAP for yourself

You can use the EAP in the same way as non managers for personal issues. In addition, you can seek support with the challenges you face in your role. Examples of support would include:

- How to manage a team going through a major organisational change
- Support and guidance when transitioning into a management role
- How to motivate staff
- How to conduct effective management meetings
- Help with anxieties concerning public speaking
- How to guide a staff member in managing their time, developing priorities and meeting deadlines
- Supporting an employee going through a personal crisis
- Confronting a member of staff suspected of theft
- Dealing with a specific performance issue such as poor time keeping or poor personal hygiene
- Confronting an employee suspected of alcohol abuse

How to use PAM Assist for your employees

An employee may come to you looking for guidance with a personal issue. As part of your support, you can recommend that the employee contacts the EAP for emotional support and practical information on money, debt and legal matters. This recommendation is also known as a “self referral” as the employee makes contact without the need to inform you they are doing so.

Whether you are looking for personal or manager support, you can contact the service via the details below.

Access PAM Assist via
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pam assist.co.uk
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24/7



Management referral

You may have a particular wellbeing concern, or an employee may have issues that are affecting them in their role or in the workplace. In this instance, you may agree to support the employee, with their consent, via a management referral in which you contact the service to initiate support using a PAM Assist Referral Form.

Examples of when you might refer an employee on this basis include:

- A team member has experienced a recent major bereavement
- A team member is reporting feeling overwhelmed by work stress
- A team member may have experienced a traumatic event e.g. involved in a car accident
- A team member is suspected of being a risk to themselves after revealing suicidal thoughts

Recognising employees need support

Sometimes, team members may approach you and reveal the mental health challenges they are facing. At other times, you may recognise a change of behaviour of a team member that causes concern.

It is important to be aware of some of the warning signs that a team member is experiencing mental wellbeing issues, such as:

- Being quieter and more socially withdrawn than normal
- Appearing less engaged and motivated in their work
- Conflict with colleagues
- Less responsive to customers
- Making mistakes at work
- Being more emotional such as losing their temper or bursting into tears

Remember, as well as supporting employees who may be experiencing mental health issues, PAM Assist service can support and guide you with situations such as:

- Supporting an employee going through a personal crisis e.g. a marital breakup
- Dealing with a specific performance issue such as poor time keeping or poor personal hygiene
- Confronting an employee suspected of alcohol abuse
- Supporting a team member who is experiencing suicidal thoughts

In these situations, PAM Assist will empower the line manager in talking through the problem, explore various options and to take action. Often these consultations require the manager to seek additional help from their organisational Human Resource support and make a referral to the PAM Assist service.

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