



**GLOBAL
SYMPOSIUM
2003**

**The Annual Global Symposium
Business and Mental Energy at Work**

The Third Annual Global Symposium on Business and Mental Energy at Work

Global EAP Applications

Presented by

Dr Michael Reddy



**WORLD
STRATEGIC PARTNERS**





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OUTLINE

- The Ancient and Modern EAP
- Global Business Risks
- Employer Business Risks
- Employee Behavioural Risks



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OUTLINE OF EAP AND SERVICES

- 24 hour telephone access
- Access to local/ regional network of counsellors
- Support/coaching for managers
- Non-identifying statistical analysis of usage



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THE MIDWEST





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AUDIT TRAIL (1)

1940





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THE SKILLS OF THE EAP PROFESSIONAL

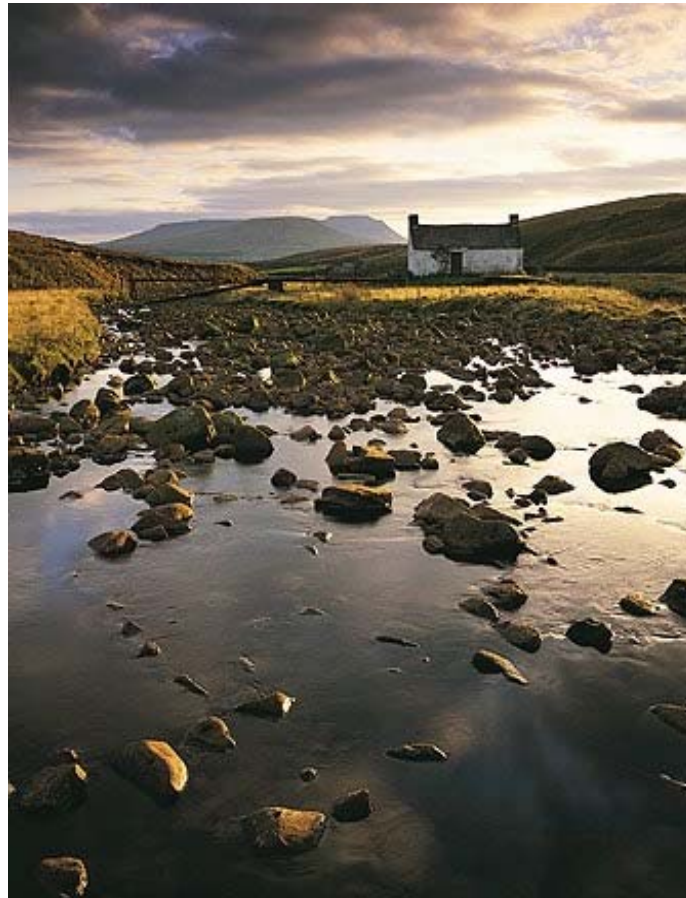
- Clinical Diagnosis
 - Understanding of management concerns
 - Awareness of employment law/HR implications
 - Management coaching
 - Wide network of resources



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USA, 1988





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AUDIT TRAIL (2)

1970 +

OAP ----- EAP Broadbrush

Grandma's Arthritis ----- Work Performance

Weight Loss ----- Job Loss

Suicide ----- Consumer Affairs

Mortgage ----- Marriage



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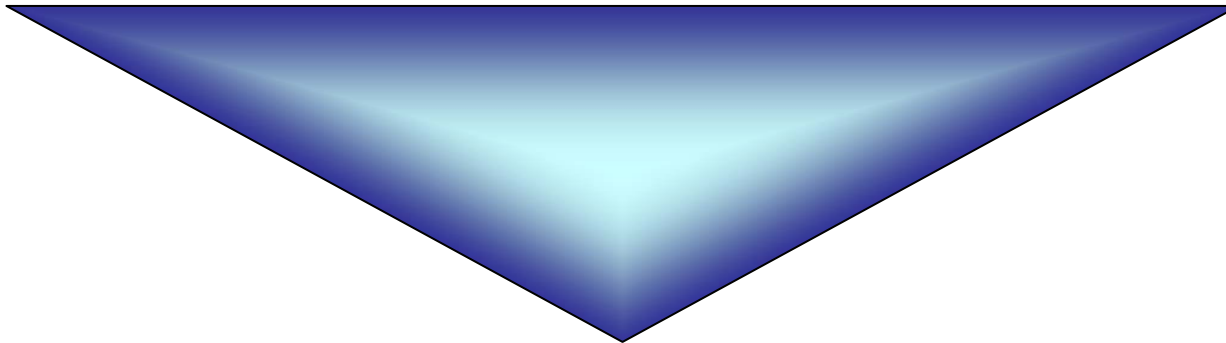
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AUDIT TRAIL (3)

BALANCE OF POWER

PERFORMANCE

HEALTH

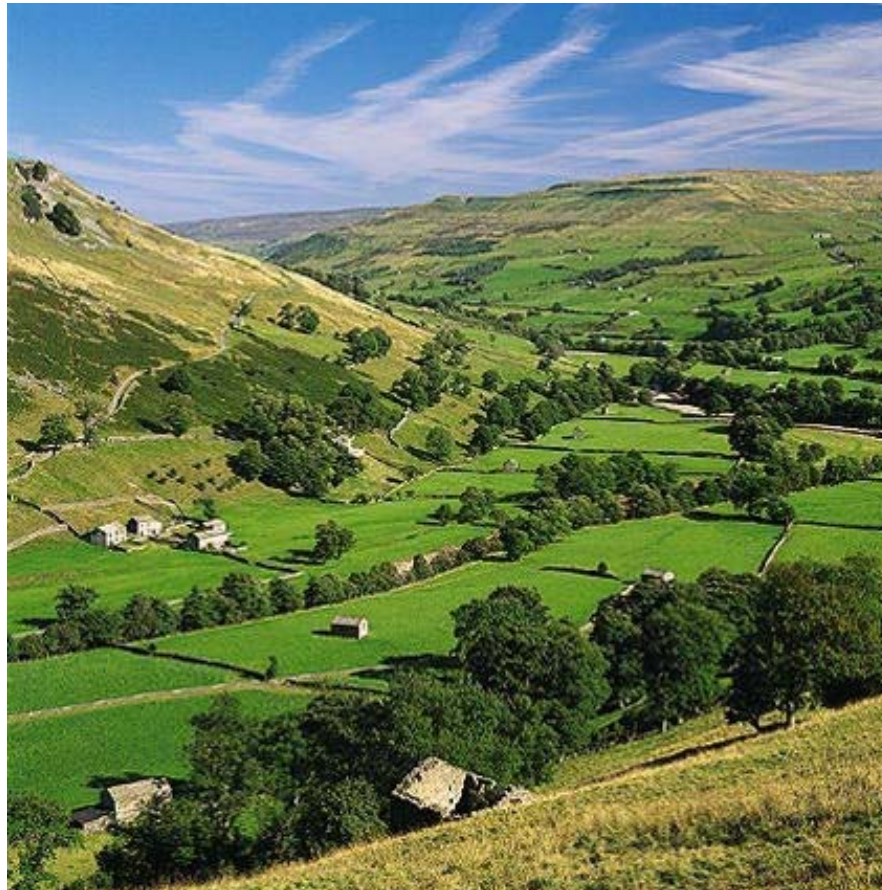




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UK, 1987





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UK SCENE

Strong Welfare Tradition

Strong Counselling Profession

Strong Life Management Infrastructure



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UK TRENDS (1)

- * Pressure on individuals
- * Changes in management style
- * Changes in welfare and personnel perspectives
- * Contracting out



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UK TRENDS (2)

- * Demographic shifts
- * Quality and change management initiatives
- * Technology developments



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APPELATION CONTRÔLÉE





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BOTTLED AND DISTILLED EVERYWHERE





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EUROPEAN ASSISTANCE EUROPEAN FORUM

Professional Structures

Gemeinsozialarbeiter in Germany

Psychosociologues in Belgium

Psychotherapeutes in the Netherlands

Psychologues in Switzerland and France

Counsellors in the UK

Colegio de Psicólogos in Spain



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EAPS IN EUROPE, 2003 MADRID





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NETHERLANDS





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IRELAND





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BUENOS AIRES





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JOHANNESBURG





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LOCAL CONCERNS

Absenteeism

Suicide

Social Conscience

Self- interest

Safety Sensitivity



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LOCAL INFRASTRUCTURE

Healthcare Provision

Legislation

Regional Cultures

Education and Research



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CURRENT EAP MODEL

- * Efficient intake system
- * Powerful data management
- * Clinical resources (Medical and Psychological)
 - * Information delivery
 - * HR expertise



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CURRENT EAP MODEL (continued)

- * Account management capacity
 - * Specialist services
- * Multimodal options: promotional/ delivery
- * Training/ supervisory/ consulting/audit
 - * Healthscreening
 - * Global outreach



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REMEMBER?





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3 REVOLUTIONS

- Broadbrush/ Work-life
- Balance of health and performance
- Internal to external provision

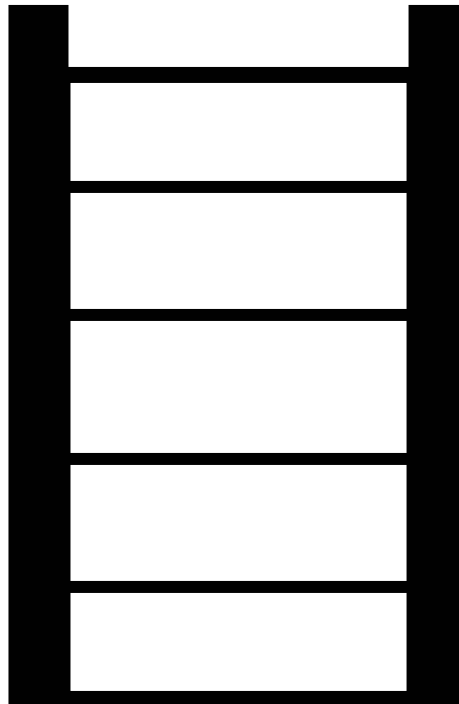


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SUPPLY CHAIN

CONSULTANCY



SUPPLIER



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LEVELS OF EAP INTERVENTION

ICAS SERVICES

| Systematic | Preventive | Remedial |
|--|--|---|
| <p>Management Information Policy Advice Research Audit Access to Services</p> | <p>Health Education Employee Seminar Manager Training</p> | <p>Critical Incident Litigation Conflict</p> |
| <p>EAP</p> | <p>EAP</p> | <p>EAP</p> |



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BEHAVIOURAL RISK CONSULTANT (1)

Sympathetic to shop floor and management interests

Able to locate the 'target' employee

Able to train and support supervisors and managers



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BEHAVIOURAL RISK CONSULTANT (2)

Wise to HR and legal issues

Cultural sensitive

Discoverer of resources

Alert to potential partners



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THE EMPLOYEE

- * Impaired - Alcohol
- * Troubled - Mental Health
- * Challenged - Under Change
- * Vulnerable - Stressed
- * Valuable - At Risk



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SUMMARY ONE

THE TARGET EMPLOYEE

Where individual's needs intersect with the
organisation's needs



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PEOPLE

**PEOPLE ARE
OUR
GREATEST
ASSET**





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PEOPLE

**PEOPLE ARE
OUR
GREATEST
RISK**





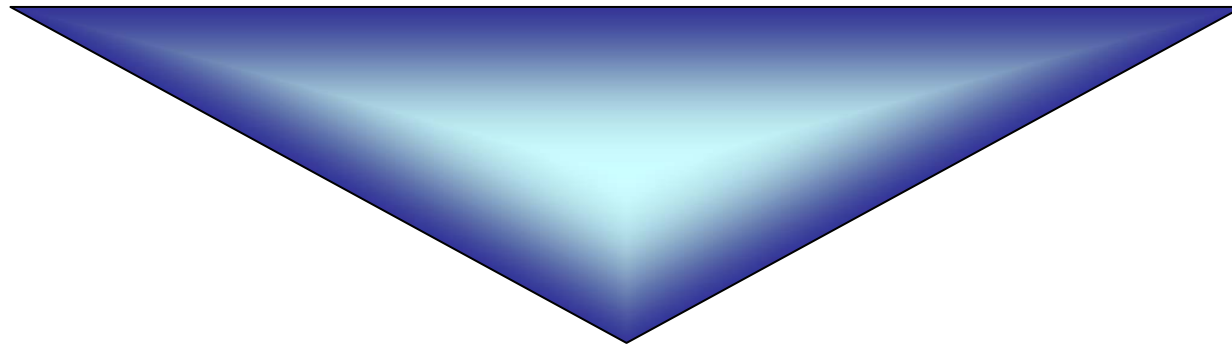
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EAP PERSPECTIVES

PERFORMANCE

HEALTH



BUSINESS FOCUS



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RISKS FACING THE ORGANISATION





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BEHAVIOURAL RISKS

ORGANISATION

Risks posed by the organisation to employees

- * Organisational change/ restructuring
 - * Poor internal communications
- * Lack of management- employee trust and co-operation
- * Dysfunctional manager- employee relationships
 - * Lack of a supportive organisational culture
 - * Lack of supportive programs and benefits
- * Sustained, high level of organisational pressure
- * Lack of controls in hiring and promotion
- * Tolerance of aggressive/ work avoidance behaviours
- * Dysfunctional work teams
- * Inattention to workplace safety



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BEHAVIOURAL RISKS

EMPLOYEE

Risks posed by employees to the organisation

- *Personal problems
- *High levels of stress
- *Work/Life imbalance
- *Drug/Alcohol abuse
- *Sabotage and theft
- *Accidents, incidents
- *Traumatic incidents
- *Racial/ Gender conflict
- *Employee grievances and litigation
- *Negligence leading to safety risks
- *International assignments
- *Healthcare episodes
- *Lifestyle behaviours leading to preventable healthcare conditions
- *Mental Illness
- *Absenteeism
- *Gambling
- *Violence
- *Fraud
- *Debt
- *Harassment
- *Bullying
- *Internet abuse



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AT RISK- EMPLOYEES

- Ex Pats
- Global travellers
- AIDS sufferers
- Long-term sick
- Poor health habits
 - Carers
- Internet and porn surfers
 - Internet gamblers
 - Malcontents
 - Fraudsters
 - Saboteurs
 - Criminals



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STANDARDS

Employee Assistance European Forum

MAC (Medical Advisory Council)

Asia Pacific Roundtable



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HELP!



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THANK YOU!