



# US EAP Workplace Support Services

Management Consultation, Training, Critical Incident Response



## What do we do?

We are a leader in global workplace support. We provide a seamless customer experience while demonstrating cultural competency in the countries we serve.

These services can be accessed independently or integrated as part of a more comprehensive plan to support your workplace goals.



## What can we offer?

We have licensed mental health clinicians with specialized training in workplace dynamics and support. Our suite of services can help restore balance, promote resiliency, and optimize performance. This includes:

- Management Consultation
- Training
- Critical Incident Response



Mental Wellbeing and Support  
for Employees and Families

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## For more information, contact us at:

### Management Consultation

[mc\\_workgroup@optum.com](mailto:mc_workgroup@optum.com)

[www.liveandworkwell.com](http://www.liveandworkwell.com)

### Training

[Training Catalog](#)

[Request Form](#)

[CustomerTraining@optum.com](mailto:CustomerTraining@optum.com)

### Critical Incident Response

[Request Form](#)

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**1-800-897-1795** or visiting  
**liveandworkwell.com**  
(access code: Shell)

# US EAP Workplace Support Services

## Management Consultations



Our Management Consultants work collaboratively with leaders at all levels of your company. We provide support to help guide you through employee challenges and establish an appropriate plan of action.

The Management Consultation services are included in your EAP benefit to provide support for those in leadership positions:

- Human Resource Professionals
- Managers/Supervisors
- Occupational Health Professionals
- Executive Management



Management Consultants provide consultation across a spectrum of needs, including but not limited to:

- Creating a motivating environment for employees and preventing burnout
- Enhancing workplace communication
- Promoting teamwork
- Optimizing performance
- Navigating workplace changes
- Leading in times of social unrest
- Managing workplace behaviors
- Dealing with conflict
- Recognizing substance abuse in the workplace
- Responding to threat of violence

# US EAP Workplace Support Services

## Management Referrals

### What are Management Referral services?



Provide the employee an opportunity to address workplace concerns assisting the employee to return to normal, productive functioning



Provide the company an opportunity to support the employee across a spectrum of needs through a structured and confidential process



Provide a collaborative consultation with leaders to develop a plan of action to assist their employees, identify resources, and provide ongoing support and feedback

### Some reasons for referral

Threats of violence or other safety concerns

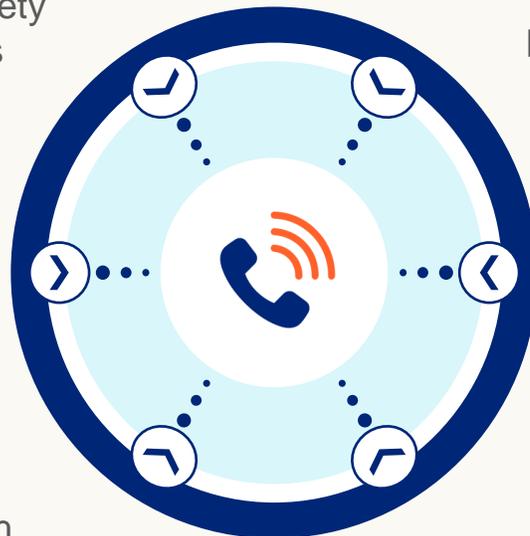
Substance use issues including positive drug/alcohol test

Violation of workplace policies

Non work issues that impact the workplace

Mental health issues impacting workplace performance

Inappropriate workplace behaviors/conflicts



# US EAP Workplace Support Services

## Critical Incident Response Services (CIRS)



Today's ever-changing workplace environment can pose unique opportunities and challenges



### Goal of CIRS

- Help employees cope with their response to disruptive events
- Promote workplace resiliency



### Disruptive Events can be

- Isolated incidents impacting the workplace such as natural disasters, workplace accidents, or death / illness
- Changes such as workforce reduction or restructuring
- Chronic stressors such as COVID, racial trauma, political stress, and civil unrest



### Structure

- Voluntary and confidential
- Disruptive event support utilizing psychological first aid led by trained mental health clinicians
- Normalizes common reactions to abnormal stressors
- Offers psychoeducation regarding stress management, coping skills, resiliency and establishes a sense of order and next steps
- Minimize distress and maximize resiliency
- Management consultations
- Provider led group debriefings, individual support sessions, or a combination of both --- offered virtually or in person

# US EAP Workplace Support Services

## Training Programs

**Trainings that fosters a productive and resilient workforce, addressing workplace challenges in health, performance, and talent development**

- A nationwide network of experienced training professionals
- Adult-learning strategies, including both individual and group exercises
- Training Specialists available to consult on your course selection, priorities and needs
- Trainings can be in person or virtual



### Most requested trainings:

- Stress Management/Life Balance
- Personal Wellness
- Workplace Performance
- Personal/Professional Development

### Sample of topics offered:

- Building Resiliency
- Get the Best of Stress
- Boosting Energy Naturally
- Building Successful Teams



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