

LifeMatters® Consultation Services

A Manager's Guide

What is LifeMatters?

LifeMatters provides employees and their families with expert assistance to address personal issues. Managers also have access to a consultation service that can assist with addressing employee performance and personal problems, team or work group conflicts, and workplace crises.

How can LifeMatters help managers?

LifeMatters provides professional consultants who will:

1. Help define the problem
2. Suggest options for how to address the concern
3. Assist with developing a plan of action
4. Refer you to organizational or community resources
5. Provide ongoing coaching as needed

Who can use the consultation service?

- ▶ Supervisors and managers
- ▶ Human Resources staff
- ▶ Benefits personnel
- ▶ Internal medical staff

How much does consultation cost?

Nothing. Your organization provides this resource to assist you in your role. Your only investment is your time.

When is assistance available?

Anytime! Services are available 24/7/365.

How does it work?

- ▶ Call 1-800-367-7474 and ask to speak with a consultation specialist or counselor.
- ▶ In non-emergency situations, you can send an email to consultationspecialists@empathia.com.

Does LifeMatters interface with Human Resources?

LifeMatters works closely with your HR department to ensure that all recommendations conform to your organization's policies and procedures. The consultation service is an adjunct to, not a replacement for, your HR department.

Reasons to Call LifeMatters for Consultation

- ▶ Confronting an employee about performance issues
- ▶ An employee's personal problem
- ▶ Suspected drug or alcohol use on the job
- ▶ Interpersonal conflicts between team members
- ▶ Establishing clear, attainable expectations for performance
- ▶ Addressing crisis situations, such as a violent incident, the death of an employee, or a natural disaster
- ▶ Your own personal concerns
- ▶ Any other work-related issue

LifeMatters offers professional management consultation when you need it, as often as you need it. Call or visit mylifematters.com.

Call the **LifeMatters®** by Empathia Management Consultation Service toll-free anytime.
1-800-367-7474

Assistance with Life, Work, Family, and Wellbeing • 24/7/365
Call collect to **262-574-2509** if outside of North America
Visit **LifeMatters®** online at mylifematters.com

Language assistance services in your preferred spoken and written languages are available at no cost by calling 1-800-367-7474.

