

# LifeMatters® Consultation Services

## A Manager's Guide

### What is LifeMatters?

LifeMatters provides team members and their families with expert assistance to address personal issues. Managers also have access to a consultation service that can assist with addressing team member 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 1-800-634-6433 and ask to speak with a consultation specialist or counselor.
- ▶ In non-emergency situations, you can send an email to [consultationspecialists@empathia.com](mailto: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 a team member about performance issues
- ▶ A team member'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 a team member, 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](http://mylifematters.com).

Call the **LifeMatters®** Management Consultation Service toll-free anytime. **1-800-634-6433**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365

**mylifematters.com** • Text\* "Hello" to 61295

Call collect to **262-574-2509** if outside of North America

TTY/TRS 711 and language translation services are available

\*SMS messages will be sent for the duration of the chat. Message and data rates may apply. Text HELP for help and STOP to cancel. SMS terms of service at <https://www.empathia.com/sms/terms.pdf>. Privacy policy: <https://empathia.com/privacy.pdf>

