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Manager Assist (EAP)

Empower Workplaces

Manager Assist provides support and assistance to managers or leaders to resolve workplace issues or challenges as they arise. This service typically involves tailored training and support to upskill managers and leaders in identifying and responding to various matters. It includes counselling/coaching and other related services to help managers in their roles within the organization and assist in identifying problems that may affect work performance.

Who is it for?

- This service is designed for an organization's managers or leaders on request and can be recommended to organizations following trends in workplace incidences.

What it involves:

- **Private and confidential:** Ensures discretion in handling sensitive matters.
- **One-on-one counselling/coaching:** Provides personalized support tailored to individual needs.
- **Group training:** Offers training sessions for groups to address common issues.
- **Flexible sessions:** The number of sessions is based on individual needs.
- **Comprehensive topics:** Covers conflict resolution, performance management, employee relations, change management, crisis management, leadership development, and more.
- **Limitations:** Note that advice on workplace legislative issues cannot be provided.

What to expect:

- **Confidentiality:** Ensures all interactions are private and confidential.
- **Understanding of management roles:** Provides specialized support for managerial and leadership roles.
- **Prompt appointments:** Minimum wait time for scheduling appointments.
- **Tailored training:** Customized training to address specific concerns of the organization.
- **Practical solutions:** Offers actionable solutions to workplace issues, reducing risks and associated costs.

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When you might need this service:

- **Work role stressors:** When liaising with managers and identifying work role stressors or demanding workplace situations.
- **Support or upskilling needs:** When managers require support or upskilling to handle unique or new challenges.
- **Burnout or overwhelm:** If burnout or overwhelm is identified among managers.

Benefits:

- **Early problem identification:** Helps in early detection and resolution of work stressors.
- **Skill enhancement:** Increases relevant management skills such as communication, conflict resolution, performance management, and resilience.
- **Confidence building:** Boosts managers' confidence in their abilities.
- **Empowerment:** Equips managers with the knowledge, skills, and resources to effectively lead teams, navigate challenges, and promote a positive work environment.
- **Organizational success:** Contributes to the overall success and effectiveness of organizations by providing tailored support and guidance to managers.

Customer expectations:

- **Confidential service:** Ensures privacy and discretion in all interactions.
- **Industry understanding:** Consultants with an understanding of management roles and workplace dynamics.
- **Timely appointments:** Quick scheduling to address urgent needs.
- **Customized training:** Training tailored to address specific organizational concerns.
- **Practical solutions:** Provides practical and effective solutions to workplace issues.