

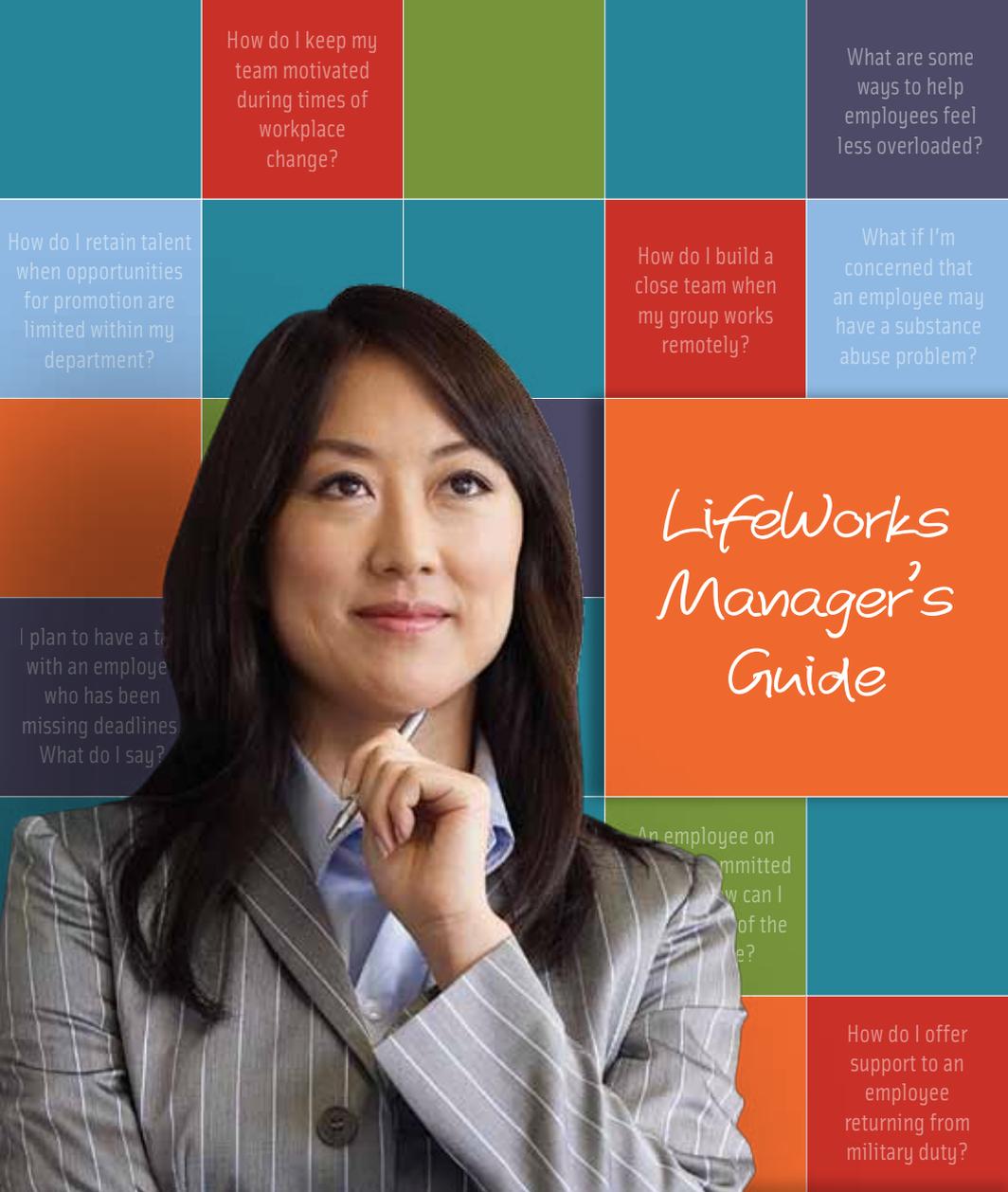
How do I keep my team motivated during times of workplace change?

What are some ways to help employees feel less overloaded?

How do I retain talent when opportunities for promotion are limited within my department?

How do I build a close team when my group works remotely?

What if I'm concerned that an employee may have a substance abuse problem?



LifeWorks Manager's Guide

I plan to have a trial with an employee who has been missing deadlines. What do I say?

An employee on... committed... how can I... of the... e?

How do I offer support to an employee returning from military duty?

Management Services:

www.LifeWorks.com

User ID:

Password:

LifeWorks is here to help.



Bring out the best in the people you manage

We understand the issues managers face today and the pressures they're under. And we're here to help. We're here to help with performance issues, disciplinary problems, organizational change, team building, retention and morale and managing in today's changing world of work.

This guide describes the tools and resources available to you through the LifeWorks program to help you bring out the best in the people you manage.

The Management Services team is . . .

- for managers and supervisors, HR and benefits staff
- available 8 a.m. to 9 p.m. EST
- confidential
- a team of professionals with the educational and clinical training to assist managers with issues that impact productivity
- the place to turn to for ongoing support with management issues

The LifeWorks program is . . .

- for all employees (including managers)
- available 24/7
- confidential
- a team of professionals with the educational and clinical training to assist employees with personal and work issues
- the place to turn to for ongoing support

Learn what LifeWorks offers

LifeWorks is a valuable resource that can help managers and employees with work and personal issues that affect work. To get the full value of the program, you'll want to become familiar with the many ways the program can help.

Toll-free telephone and e-mail access to Management Services consultants. Our team of Management Services consultants, dedicated to assisting managers and supervisors, is available 8 a.m. to 9 p.m. EST to provide assessment, coaching, information and support on:

- **Performance and productivity issues** – tardiness, absenteeism; conflict management; personal issues affecting work, including depression, stress and substance abuse
- **Organizational issues** – workplace change, sexual harassment training
- **Building a resilient work force** – motivating, retaining, mentoring, career development
- **Critical incidents in the workplace** – including incidents of violence, accidents, other traumatic events

**Managers:
Call
to reach a Management
Services consultant.**

Toll-free 24/7 telephone and e-mail access to LifeWorks consultants for you and your employees. Consultants are available 24/7 to help employees with a wide range of work personal and family issues and to arrange for face-to-face counseling sessions. Consultants can provide information and support on:

- **Emotional well-being** – stress, depression, relationship issues, grief and loss, domestic abuse
- **Work** – workplace change, overload, career development, conflict at work
- **Managing people** – performance concerns, team building, effective delegation
- **Addiction and recovery** – substance abuse, gambling, and other addictions
- **Parenting and child care** – preparing for parenthood, raising children from infants to teenagers, working and parenting
- **Helping aging parents** – caregiver stress, caregiver support, family communication
- **Financial** – budgeting, debt, bankruptcy, emergency services, saving for the future
- **Legal** – information on family law, bankruptcy, home purchase and sale, referrals for legal counsel and representation
- **Health** – diet and nutrition, exercise, weight management, sleep, heart health, diabetes, back and neck pain, chronic conditions



LifeWorks Online is the best one-stop source of information about the range of support and information the program provides. Take the time to explore the site, or ask your account manager to give you a tour. You'll find a wealth of articles, recordings, podcasts for managers and employees, newsletters, recorded seminars, interactive self-assessments and calculators, and toolkits on topics ranging from addiction to divorce to managing the challenges of a changing work force.

Face-to-face counseling on mental health, addiction, relationship and other issues.

Critical incident support following a traumatic event and on-site support to affected employees provided by experts in traumatic stress.

On-site and Web-based seminars and training. Choose from more than 100 topics, including seminars on change management, conducting performance appraisals and managing remote workers. Delivered by skilled trainers in a range of flexible formats, from 30-minute tip sessions to full-day workshops. Talk with your HR department to find out how to schedule a session.

Employees: Call _____ to reach a LifeWorks consultant.

LifeWorks is here to help you and your team be more productive

Managers contact us every day with questions and concerns. They contact us when they have a concern about an employee or need help with an organizational or team issue. They contact us for feedback and guidance. They contact us for resources and information. Our team of trained specialists is here to listen and assess, identify problems and help find solutions and provide the resources and support you and your employees need to do your job.

We'll help you and your employees:

- navigate a personal or family problem or crisis
- manage work pressures and concerns
- find resources for child care and elder care
- find help for a substance abuse problem
- handle individual and team issues

LifeWorks helps with the big and small challenges

Substance abuse Studies show that substance-abusing employees are more likely to change jobs frequently, be late to or absent from work, be less productive, be involved in a workplace accident and file a workers' compensation claim.¹

Stress Health care expenditures are nearly 50 percent greater for workers who report high levels of stress.² Fifty-three percent of unscheduled days off are due to family issues, personal needs, or stress and burnout. Only 35 percent are due to personal illness.³

Depression Over 200 million work days are lost each year due to employee depression.⁴

¹National Institute on Drug Abuse. ²Journal of Occupational and Environmental Medicine. ³2007 CCH Unscheduled Absence Survey. ⁴Mental Health America.

Know when and how to refer an employee to LifeWorks

Life changes can get in the way of work — and your team's productivity. The LifeWorks program is one of the most effective tools you have available to help you and your employees with personal and work issues, whether it's an illness in the family, a separation or divorce, an older relative who suddenly needs help, or any other issue that may be affecting work. Employees, their immediate family members and eligible dependents are free to contact the program any time they need resources and support.

When to encourage an employee to contact LifeWorks:

- When an employee is going through a difficult time
- If an employee could use support
- When an employee is showing signs of stress
- If personal or work issues are impacting productivity

The LifeWorks program is voluntary, and most employees seek help from the program on their own. Sometimes, all they need is a reminder from you. Remind employees that the LifeWorks program is free and confidential and available to them 24 hours a day, 7 days a week.

Provide employees with the program contact information:

www.LifeWorks.com

User ID:

Password:

How to formally refer an employee to LifeWorks

There may be times when you need to formally refer an employee to the LifeWorks program due to a performance issue such as a decline in work quality or productivity, tardiness or absenteeism, or a behavior issue such as anger at work.

Here are the steps to take when making a formal or mandatory referral to LifeWorks:

1. Contact your human resources (HR) representative to learn about your organization's policies and procedures.
2. Contact a LifeWorks Management Services consultant. Call or e-mail a Management Services consultant by logging on to the site at www.LifeWorks.com, User ID: _____ Password: _____
3. Be sure to contact the Management Services consultant before you sit down to meet with the employee and before you make the formal referral. That way, the consultant knows what your concerns are about the employee and is better able to offer help when the employee calls.



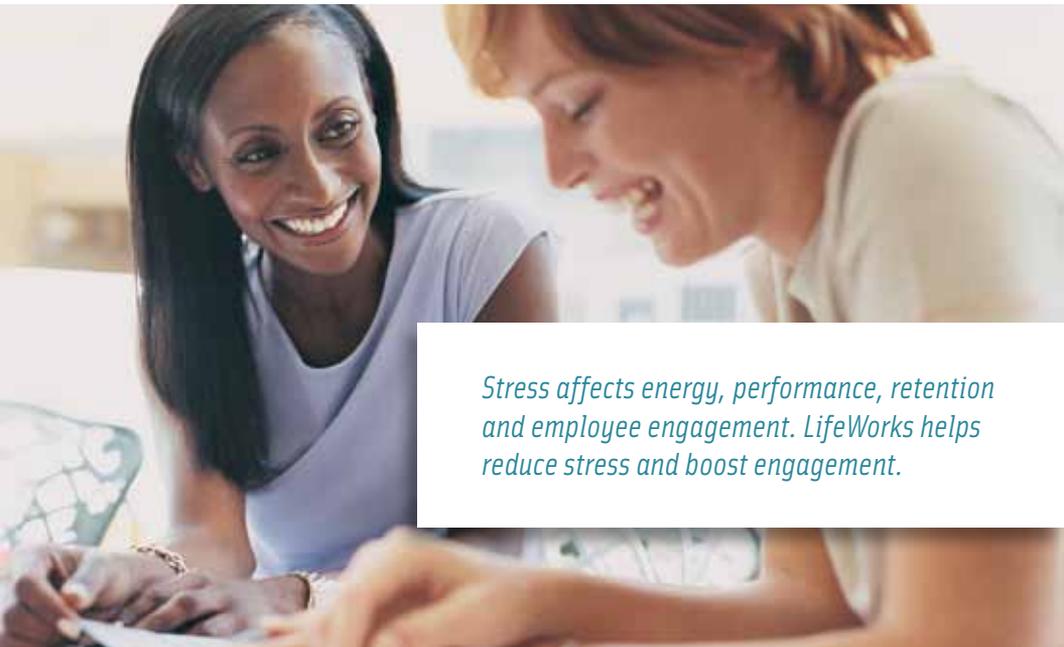
Remind employees to take advantage of the LifeWorks program. Eighty percent of employees surveyed said that using the program reduced their stress.

LifeWorks will help you succeed and grow as a manager

In addition to the extensive support LifeWorks has to offer to employees of all ages and life stages, the program has a wealth of resources and tools for managers.

LifeWorks has resources to help managers:

- Resolve interpersonal conflicts
- Manage change in the workplace
- Deal with drug and alcohol abuse
- Manage workplace conflict
- Manage difficult employees
- Address unacceptable behavior
- Manage depression in the workplace
- Promote a safe workplace
- Formally refer an employee to the EAP
- Handle performance issues
- Support flexibility
- Manage pressure and overload
- Manage employee leaves and absences
- Manage through grief and loss
- Promote a positive work culture
- Manage employees who work remotely
- Navigate work and life
- Thrive in the new world of work



Stress affects energy, performance, retention and employee engagement. LifeWorks helps reduce stress and boost engagement.

Become familiar with LifeWorks

Take advantage of all that LifeWorks has to offer:

- Management Services team of consultants – available 8 a.m. to 9 p.m. EST
- LifeWorks team of consultants – available 24/7
- Articles and Quick Tips
- Booklets
- Self-assessments and calculators
- Audio recordings
- Podcasts for managers
- Toolkits
- Monthly newsletters for employees
- “Managing People” monthly newsletter for managers
- Web links to resources

Visit www.LifeWorks.com

User ID:

Password:

and click on “Managing People” in the left navigation bar to see our wealth of resources for managers.



This program is brought to you by Ceridian. We abide by all state and federal laws. These laws may require us to limit service or report information to authorities regarding child abuse, elder abuse or threat of harm to yourself or others.

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