

EAP Referrals Come to Those Who Train

Use the most complete supervisor training program ever assembled.

Train supervisors to use the EAP, understand EAP principles, and stop making supervisor referral mistakes. Two years in the making and tested on thousands of supervisors, you will successfully tackle every EAP issue to increase supervisor referrals—guaranteed!

Overview of Contents

- EAP definition
- Key principles and concepts
- Review of EAP history
- Benefits of an EAP
- Benefits to the supervisor
- Review of (company) EAP policy
- EAP services for supervisors
- Confidentiality and the supervisor role
- About “releases of information”
- Employee responsibilities
- Definition of a troubled employee
- Common types of personal problems
- Self vs. supervisor referral
- When to consider a supervisor referral
- Avoiding emotional entanglement
- Tips for supervisor referral
- Common supervisor myths about EAPs
- Avoiding mistakes in the referral process
- Avoiding types of “armchair diagnosis”
- Observing job performance
- Documenting job performance
- Performance signs and symptoms
- Confrontation and corrective interviews
- Encouraging self-referral
- Job leverage and motivation in referrals
- Follow-up, and follow-up mistakes
- Three types of “constructive confrontation”
- Performance-based intervention for severe behavior problems and performance crises
- When employees return from treatment
- Misconceptions of supervisors and why they don't refer

21-Day FREE Preview!
No Cost. No Obligation.



ORDER TOLL-FREE
1-800-626-4327
FAX 1-843-884-0442

Important Features

- ✓ 73 color images
- ✓ Editable Microsoft PowerPoint
- ✓ Includes four Repro-Editable Handouts
- ✓ Comprehensive image-by-image QuikTrain™ instructor's manual.
- ✓ Reproducible completion certificate
- ✓ Variable length—go long or go short!
- ✓ 100% money-back guarantee!

21-Day FREE Preview

YES! Send me **Supervisors Training: EAP** for a FREE full 21-Day preview at no cost or obligation. Only if I love it and it exceeds my highest expectations will I choose to keep it and honor your invoice for \$395 (plus \$15 shipping/handling). Otherwise I agree to return it using the FREE DHL/Airborne return postage label enclosed as part of the preview.

To: DFA Publishing & Consulting, LLC
P.O. Box 2006, Mt. Pleasant, SC 29465-2006

Name _____

Title _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone (_____) _____

E-mail _____

Direct us to your logo and we will put it on the first slide—free.

GUARANTEE: We guarantee that this PowerPoint Program will be easy and fun for you to use; revolutionize your ability to reach more supervisors; add excitement, efficiency, and value to your EAP, and increase the number of referrals. If not, we will refund your payment no questions asked.