



Manager's Program Guide

**Contact your
program for more
information!**

Contents

- Welcome..... 2
- YOUR PROGRAM 3**
 - Understanding your program 4
 - Promoting your program 5
 - Navigating the counseling process 6
- MANAGER SUPPORT 7**
 - Learning events..... 8
 - Workplace Support Services 8
 - Critical Incident Response 9
 - Conflict Resolution Services 10
- STAFF SUPPORT..... 11**
 - Caring for your staff..... 12
 - Managing staff through a personal crisis 13
 - Helping a staff member in distress 15
 - Preventing violence (at work and at home)..... 16
 - Suicide awareness and prevention 17
 - Identifying substance misuse 19
 - Transitioning staff members back to work after a leave of absence..... 20
 - Addressing performance issues 22
 - Managing a constructive confrontation 23
 - Initiating a management referral 26
 - Manager referral performance worksheet..... 28