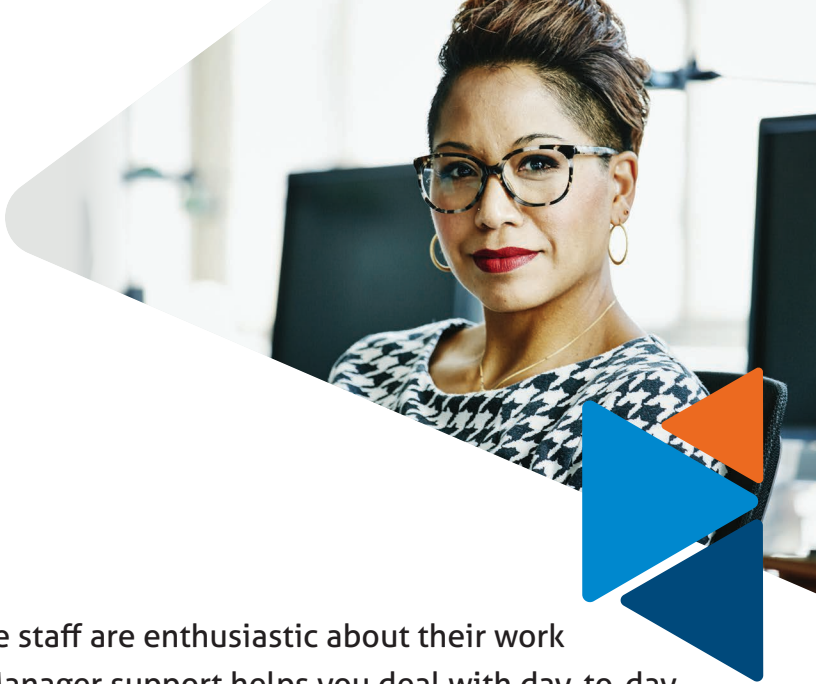


# Manager support



Creating a safe and productive environment where staff are enthusiastic about their work is a common goal for managers and supervisors. Manager support helps you deal with day-to-day issues, staff performance problems, workplace violence concerns and other types of situations that can arise in the workplace.

## Support when and wherever you need it

Workplace support consultants are available at any time, day or night. Contact a consultant by calling your Air Force EAP at 1-866-580-9078 (TTY 711). As a manager, you can call for a confidential management consultation on how to approach team dynamics or individual concerns including:

- Providing guidance on how to communicate a performance issue to an employee.
- Explaining how to offer assistance in the most productive and appropriate manner.
- Offering suggestions on how to approach a referral and identify important actions to document.
- Discussing options for dealing with a difficult situation.

## Assessing the problem

Consultants work with you to assess the seriousness of a problem and to help determine the appropriate level of intervention based on your company's policies. Levels of intervention range from a basic management consultation to a more structured form of intervention.

## Helping managers help their teams

Workplace support consultants help you as a manager, supervisor or HR representative to address a wide variety of workplace issues. Manager support is a voluntary and confidential program that is a valuable resource to help with many of the situations that your staff may struggle with. Supervisor referrals are not disciplinary measures and do not replace standard policies and procedures for dealing with poor work performance, drug testing or federal regulations.

**Contact your Air Force EAP at 1-866-580-9078 (TTY 711) or visit [www.resilience.af.mil/Workforce-Resource](http://www.resilience.af.mil/Workforce-Resource) to get started.**