

Manager Support

Managers Make a Difference—Support Starts with You

Supporting your team doesn't mean having all the answers. Your Employee Assistance Program (EAP) from Uprise Health is here to help you navigate difficult conversations, recognize when support is needed, and connect employees to the right resources—confidentially and effectively.

Managers play a key role in employee well-being. With the right tools and support, you can help your team stay engaged, productive, and supported through both everyday challenges and more complex situations.

When is Manager Support Helpful?

Manager support is valuable anytime you're navigating team dynamics, performance concerns, or employee well-being, such as:

- Noticing changes in behavior, mood, or performance
- Addressing absenteeism, disengagement, or missed expectations
- Supporting employees experiencing stress, burnout, or overwhelm
- Navigating interpersonal conflict or team challenges
- Responding to major life events impacting work (loss, caregiving, financial strain)

Recognizing patterns early, not just one-off moments, can help you provide support before challenges escalate.

What You'll Find

Manager support provides practical guidance, tools, and expert consultation to help you navigate complex employee situations with confidence:

- **Management consultation** to talk through employee concerns and determine next steps
- **Formal manager referrals** for employees who may need additional support tied to performance or behavior
- **Critical Incident Response (CIR)** to support teams after disruptive or traumatic events
- **Manager training resources** covering communication, crisis response, and leadership skills

Whether you're addressing a specific situation or preparing for future challenges, the EAP gives you a trusted partner to help you respond effectively.



Manager Tip: How to Approach Conversations

- Lead with care, not judgment
- Focus on observable behaviors, not assumptions
- Use open-ended, supportive language
- Listen actively without trying to "fix" everything

A simple approach like "I've noticed a change—how can I support you?" can open the door to meaningful conversations.

Support You Can Trust

- Confidential and separate from workplace records
- Designed to support both performance and well-being
- Guidance and consultation provided at **no cost** to you

You don't need to have all the answers—just the willingness to start the conversation.

How to Get Started

For guidance, consultation, referrals, and more, call Uprise Health and speak with a Member Care Navigator.

Call **800.395.1616**

For manager trainings and resources, get the app and create an account using the access code provided by your organization.

Visit **app.uprisehealth.com**