

# Employee Assistance Program

Avera EAP works with all industries and company sizes.

Contact us today at 605-322-4069 or 1-800-527-9394 or visit [AveraEAP.org](http://AveraEAP.org) to learn more about how we can transform your workforce productivity.



# A Better Wellness Solution

EAP is part of Avera@Work, a comprehensive business health strategy. Avera@Work pools the resources of Avera Health to package innovative employee health and wellness tools for small and large businesses.

Our suite of workplace resources is designed to improve efficiency, morale and wellness with comprehensive health services embedded into every aspect of the workplace. Happier, healthier employees can improve productivity and workplace retention, decrease workplace injuries, and save time and money through workflow efficiencies.

To learn more about Avera@Work, visit [Avera.org/BusinessHealth](https://Avera.org/BusinessHealth).

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## Avera Employee Assistance Program

- Personal care
- Excellent service
- Responsive and engaged
- Connecting with your employees
- We service 155 companies
- 80,000 covered lives

Goal: Resilient employees in a productive organization



# Workforce Issues: Why EAP?

You want your business to be at its best, so you need your employees to be at their best. Issues like family problems, financial worries and stress can take away their focus during the workday — and lead to workplace problems like employee conflicts, turnover and absenteeism. Avera EAP is the solution to your workforce needs. Research shows that investment in EAP programs helps keep employees healthy and enhances productivity.

Avera EAP delivers a premier level of workforce services to your employees and their eligible family members.

- We have professional and experienced providers.
- We build long-term relationships with companies and their employees.
- You can access our services throughout South Dakota and across the nation.

# Avera EAP Offers Comprehensive Services

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Counseling

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Substance Abuse  
Services

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Leadership/Manager  
Training and  
Development

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Executive  
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Critical Incident  
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# Value of EAP

Providing an EAP program can result in a significant return on investment. In the world of business, your employees are your investment, and their productivity is essential to your bottom line. Studies suggest that EAP's impact is wide-reaching on employees' mental, emotional and physical well-being.

Studies show that using EAP services results in:

- Reduced absences
- Shortened disability
- Lower health care costs
- Reduced work impairment

Businesses offering an EAP to employees typically have higher productivity and morale, lower turnover, reduced substance abuse, and fewer employee conflicts.



## Substance Use

Alcohol and drugs can invade all facets of the workplace without regard to occupation or demographic group. Alcohol and drug abuse has been estimated to cost American businesses about \$81 billion annually in lost productivity. EAP programs play a key role in preventing and treating substance use.

**\$81 Billion**  
annually in lost  
productivity



## Leadership Development

Cultivating internal leadership development is critical to an organization's long-term success. Leadership training can make employees feel more connected to your business, help employees transfer good ideas from one section or department of the company to the whole organization, and help enhance the chain of succession.



## Office Conflict/Toxic Behavior

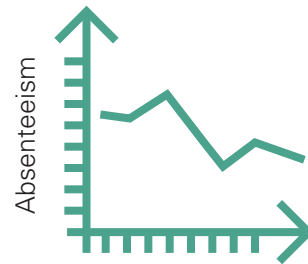
EAP can help you reduce office conflict and toxic behavior through communication skills training, conflict resolution and mediation.



## Cost Savings by Utilizing EAP

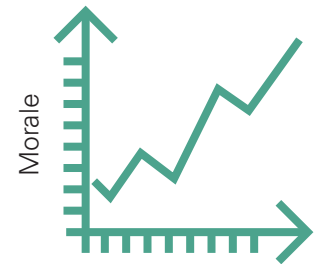
According to a recent study, companies that provide an EAP program would see an average return of up to \$17 per \$1 invested in productivity improvements per year for each employee.

One study showed how EAP Services reduced absenteeism while improving morale.



**32%**

Employee absenteeism decreased by 32 percent.



**51%**

Morale and motivation in the workplace improved by 51 percent.



## What is the Avera EAP Difference?



### Comprehensive Services

Avera EAP provides personal care and excellent service from our professional and experienced providers. We build long-standing relationships with companies and their employees. We offer a premier level of workforce services that include:

- Counseling
- Substance abuse assessment, treatment and resources
- Leadership/manager training and development
- Consultation
- Critical incident response
- Executive coaching



### Broad Network of Providers

We have nationwide referral networks, providing quality EAP services wherever your employees and their families are located. We also offer videoconferencing and web-based services.



## Workforce Leader Development

- We provide unlimited consultation with managers and leaders. Our consultants develop trusted relationships with collaboration and confidentiality.
- We also offer advanced specialty training programs for higher-level education at an additional cost. Programs are designed to enhance knowledge and professional skills in areas such as workplace violence, communication, conflict resolution, substance abuse, time management and more.

## Comprehensive Service Options



### Counseling

Our experienced providers offer several types of therapy, from marriage counseling to sessions that will help address grief, depression or anxiety.



### Substance Abuse Services

Avera EAP plays a key role regarding substance abuse. Identifying substance abuse problems and providing assistance can improve health and safety in the workplace, increase productivity and enhance customer service. Our services include substance abuse assessment and referrals to appropriate resources.



### Critical Incident Response

We provide therapists at your workplace to support your employees after a significant event. We offer an on-site response to a workplace crisis event such as accident, death, workplace violence or layoffs.



### Consultation

We assist leaders and employees with difficult circumstances through one-on-one and group consultation. Avera EAP's consultants can help:

- Address individual employee performance, work group effectiveness and organizational challenges
- Provide direction on designing and implementing your employee assistance program
- Offer guidance on organizing critical incident response





## Executive Coaching Services

We have consultants trained to work with leaders to develop strategies for professional and personal success.



## Conflict Mediation

Avera EAP can provide professional conflict mediation at your workplace. Our experienced providers offer effective ways to resolve employee disputes, such as leadership conflicts, performance-review conflicts or personality differences.



## Training

Our staff provides interactive training that is relevant to your company's needs. We can create customized training packages.



## Additional Resources

We can offer expanded access to resources that include an extensive resource library, child and elder care referral services, legal/financial consults, adoption services, smoking cessation, wellness coaching and more.



# Counseling Services

Avera has a strong regional reputation for EAP and behavioral health services. Our licensed or certified providers hold master's or doctorate degrees with a variety of specialties.

- We offer confidential, face-to-face counseling for employees, spouses and dependent children.
- We can provide technology that works for employees, including videoconferencing, web-based services and telehealth.
- We contract with affiliate providers throughout the nation to provide counseling for the employee or family member.

## Our counselors provide services in areas including:

### Work issues

- Work/career stresses
- Coworker conflict
- Supervisor communication
- Bullying
- Attendance

### Family issues

- Marriage/relationships
- Children
- Divorce

### Substance use

- Substance use assessment
- Co-dependency

### Mental or emotional health

- Stress
- Depression
- Anxiety
- Life decisions
- Well-being
- Grief
- Crisis





## Avera EAP offers the following services:

- Reasonable suspicion training for supervisors: This training will help supervisors recognize substance abuse in the workforce.
- Employee education
- Substance use evaluations of impaired employees
- Referrals to appropriate levels of care
- Substance abuse evaluations for employees and dependents
- Referrals for outpatient treatment and aftercare services through the Addiction Recovery Program

# Substance Abuse Prevention

Substance abuse in America is on the rise. That means the chances your company employs someone struggling with substance abuse is greater today than in the past. More than 60 percent of adults know someone who has reported to work under the influence of alcohol or other drugs. Identifying substance abuse problems and providing assistance can improve health and safety in the workplace, increase productivity and enhance customer service.

Avera EAP plays a key role in preventing and treating substance abuse by:

- Helping the company retain productive workers by treating substance abuse problems
- Providing substance use training for supervisors



# Training Services

Our staff provides interactive training sessions and can create customized training packages tailored to your organization's needs.

Many training topics are available:

- Emotional Intelligence
- Leadership at all Levels
- Moving From Peer to Su-Peer-ior
- Embracing Generational Diversity
- Well-being
- Gender Intelligence
- Crucial Conversations/Difficult Discussions
- Leading to Lead or Leading to Serve?
- Mindfulness and Stress Reduction
- Respectful Workplace

At an additional cost, we offer:

- Professional Leadership Training and Development Sessions
- Employee Enrichment: "Lunch and Learn" Sessions

Call an EAP specialist to discuss your needs at 605-322-4069 or 1-800-527-9394.



# Specialty Packaging

*Specialty training packages are offered at an additional cost.*

## **Leadership Academy I**

Effective leadership doesn't just happen; a thriving culture doesn't evolve on its own. This 10-session professional leadership series will build upon successful leadership strategies of the past, and will also introduce results-based practices to help individuals, teams and organizations succeed and grow in an ever-changing, competitive business environment.

## **Leadership Academy II**

Avera Leadership Academy II is available only to participants who have completed Leadership Academy I. This series meets for eight consecutive weeks with topics that expand upon the Leadership Academy I knowledge and skills.

## **Emerging Leaders Academy**

This series of trainings was designed to help the high-performing, high-potential employee ponder his/her future with regard to possible leadership. These participants are often not currently in supervisory roles but seem to be headed in that direction. Topics are similar to Avera Leadership Academy I and II, but do not contain the breadth and depth of content meant for the more seasoned leader.

## **Safe at Work**

Safe at Work is a group of trainings designed to enhance the leader's confidence and competence when dealing with risky topics in the workplace. These are 90-minute topics designed to be presented either as a series or individually. Topics available include Suicide Prevention for Supervisors and Workplace Violence Prevention Training.

## **Preparing for Emotional Retirement**

Preparing for a meaningful, fulfilling retirement is more than a financial issue. Those of us nearing retirement from the workforce must arm ourselves with the knowledge and skills needed to move forward in creating our "new normal." Transitions in life are both necessary and desirable. Even the word "retire" is now being retired to define an entire generation of people setting aim at a purpose-filled, enlightening new stage of life. One participant noted, "I wish I had taken this training three years prior to retiring."