

Manager's Program Guide



Contents

Welcome	2
VOLID DDOCDAM	7
YOUR PROGRAM	
Understanding your program	
Promoting your program	4
Navigating the counseling process	5
MANAGER SUPPORT	6
Learning events	6
Workplace Support Services	6
Critical Incident Response	7
STAFF SUPPORT	8
Caring for your staff	
Managing staff through a personal crisis	9
Helping a staff member in distress	11
Preventing violence (at work and at home)	12
Suicide awareness and prevention	13
Identifying substance misuse	15
Transitioning staff members back to work after a leave of absence	16
Addressing performance issues	18
Managing a constructive confrontation	19
Initiating a management referral	22
Manager referral performance worksheet	