

Workplace Support Services

Is your organization doing enough to support manager development? A recent study found that three out of five of managers feel they don't receive enough management training.¹ Managers are the backbone of a thriving organization and drive the success of the business. To keep them at the top of their game, it is important to develop their skills in leadership, problem solving, decision making, communication and emotional intelligence.

With Workplace Support Services, your leaders receive confidential support to improve their individual performance and team dynamics, as well as access to leadership development resources through training, quarterly newsletters, live webinars and our Manager's Program Guide.

How it works

Your organization's managers can call us 24 hours a day, 7 days a week for confidential advice on addressing team dynamics and individual concerns, such as:

- Assessing challenging situations
- Determining how to intervene based on departmental policies
- Communicating a performance issue
- Offering help in the most productive way
- Identifying important actions to document
- Discussing ways to overcome a difficult situation
- Referring employees to their eMbrace program or other company benefits

Leadership development resources

- Quarterly Manager newsletter and live webinars on timely and relevant topics
- Options in Learning training catalog with on-demand and in-person leadership training
- Manager's Program Guide to help managers use eMbrace, address difficult issues, help an employee in crisis and more

Support you can count on

Workplace Support Services help your managers improve leadership, teamwork and morale. Your managers will appreciate this support, and your organization will benefit from the positive impact they have on employee motivation, building a productive workplace and increasing retention.



Ready to talk to someone about transforming your employee experience?
Visit MagellanHealthcare.com/eMbrace or email MHCinfo@MagellanHealth.com.

1. www.forbes.com