



Derek Hendrikz Consulting Presents:

Management of an Employee Assistance Programme (EAP)

Duration:	2-days
Max. Participants:	20
Facilitators:	1
NQF Level:	5
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

This training programme is aimed at assisting participants to effectively establish and manage an employee assistance programme (EAP) within the organisation. The management of various employee problems, such as personal health issues; physical handicaps; HIV/AIDS; substance abuse; trauma and family conflicts to poor performance is dealt with during this programme. Issues relating to the absence of an EAP programme are excessive absenteeism; excessive sick leave; or high recruitment and training cost. It is believed that an effective EAP programme will increase the productivity and personal development of employees within your organisation.

The following areas are covered during the programme:

- Establishing a framework for an EAP.
- Working with EAP Policy.
- The relationship between personal well being and work performance.
- The impact of absenteeism.
- Legislation governing absenteeism.
- The organisations social responsibilities regarding occupational health.
- The diverse problems facing employees.
- Responding to a troubled employee.
- Disciplinary procedures and the LRA.
- Aligning HR practices with EAP practices.
- Implementing the EAP.
- Managing the EAP.

The workshop outcome:

On completion of this workshop the participant should be able to implement and manage a basic Employee Assistance programme (EAP) within the workplace.

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own environments, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Programme:

Time:	Day 1:	Day 2:
08:00-10:00	Establishing the EAP.	Disciplinary procedures and the LRA.
10:00-10:30	<i>Convenience Break</i>	
10:30-12:30	Problems dealt with in an EAP.	Implementing the EAP.
12:30-13:30	<i>Lunch</i>	
13:30-15:00	Working with Absenteeism.	Managing the EAP.
15:00-15:15	<i>Convenience Break</i>	
15:15-16:00	Day Review	Day Review

Who Should Attend?

- HR Managers; EAP Managers and Supervisors.
- HR Practitioners.
- Any person interested in establishing and managing an Employee Assistance Programme.

Day 1:***Establishing the EAP***

- Establishing a framework for the EAP.
- Working with EAP Policy.
- The organisations social responsibilities regarding occupational health.
- Aligning HR practices with EAP practices.

Problems dealt with in an EAP

- Psychological problems.
- Physiological problems.
- Interpersonal problems.
- General health problems.
- Responding to the troubled employee.

Working with absenteeism

- The relationship between personal well being and work performance.
- The impact of absenteeism.
- Legislation governing absenteeism.

Day 2:

Disciplinary procedures and the LRA

- Dispute resolution.
- The disciplinary enquiry.
- Disciplinary proceedings.
- Ending the employer / employee relationship.

Implementing the EAP

- Getting management buy-in to the EAP.
- Linking the EAP with other organisational initiatives.
- Getting supervisors involved with successfully implementing the EAP.
- Raising employee awareness to the assistance available to them.

Managing the EAP

- Following through on the EAP strategy.
- Monitoring EAP objectives.
- Evaluating EAP outcomes.
- Constant adjustment of EAP objectives to stay relevant within organisational context.

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