

## **We Partner with Our Clients**

*We excel in creative solutions. We will partner with you, become familiar with your organization and deliver timely services that minimize the disruption to productivity that may arise from employee or organizational difficulties.*

*Supervisors, managers and Human Resource professionals frequently consult with us on the most complex human relations and organizational change issues. We help managers make the best decisions about how to proceed.*

Our management and support services:

### **Telephone, E-mail and On-site Consultation for Managers**

We respond quickly to your concerns. Sensitive performance issues, difficult terminations, threats of violence demand immediate expert consultation. Our team specializes in Human Resource and management consultation. We can be on site very quickly to respond to your concerns.

### **Critical Incident Stress Debriefing**

Work-place accidents, fatalities or traumatic incidents cause distraction and distress on the job. A debriefing following such incidents helps employees return to productivity and provides the company with a respectful way to respond.

### **Facilitated Group Support**

Sometimes traumatic events that do not occur at the work site are so unusual as to produce a high level of immediate reactions that affect the coping skills of a work group. For example, an unexpected death or a terminal illness is naturally upsetting and cause difficulty concentrating on tasks at hand. We can provide on-site group support to help participants talk about their loss, learn about the grief process and establish an expectancy of recovery.

## **Wellspring Family Services EAP**

It's to Your Benefit

206.903.2302

### **Job Performance/Mandatory Referral Support**

Because an issue like substance abuse is responsible for a large percentage of absenteeism and lost productivity in the workplace, we provide comprehensive services including assessment, treatment planning, referral recommendations, and return to work evaluations. We can also monitor employee compliance on an unlimited basis.

### **Federal Department of Transportation Compliance Support**

We provide a comprehensive set of services to assist organizations with safety sensitive positions comply with 49 CFR 40 – procedures for transportation workplace drug and alcohol testing programs.

### **Wellness Training**

Health and wellness seminars contribute to the overall well-being of your workforce. We offer a broad menu of these seminars, ranging from hour long to day long sessions. We can customize trainings to meet your needs.

### **Team Building**

Today's manager is being asked to do more and more to turn around organizations and departments, to pull people of diverse backgrounds, personalities, and experiences together into effective working groups. We work with managers to customize and facilitate processes that meet your organization's needs.

### **Mediation Services**

The correlation between poor interpersonal communication and lower productivity is well documented. When co-workers are in conflict, not talking to each other, angry or confrontational, the entire workforce is affected. Mediation is a growing strategy to resolve interpersonal conflict and usually leads to increased harmony, communication, cooperation and decreased potential for further unresolved conflict. Our structured, confidential process includes a professional neutral third party mediator.