

Support for leaders



Scan the code to visit the **Resources for Living** website.

As a manager you have a front row seat to your employees' lives, their professional and personal experiences. At times, you may want to assist an employee or improve team dynamics by providing resources and direction. Here are some benefits and resources available to not only your employees and their family members, but also to you as a leader.

Leader's Center



Understanding the mental well-being resources available to you can help you as a leader better support your colleagues and your team, while meeting your own needs too.

You have access to our online services through our Leader's Center, which makes it easy to find support and resources for you and your team.

- Resources to improve culture in the workplace
- Support for your team in their mental well-being journey
- Support tools for your teams
- Self-care resources
- Quarterly leaders' guide
- Information about manager services
- Critical incident guidelines
- Promotional guides
- Crisis materials and more

Member services



Resources for Living[®]

Management services

Unlimited management consultations — If you're concerned about an employee, we can help. Supervisors, managers and leaders can call anytime for extra help with challenging workplace issues. You have access to unlimited consultations with a clinically licensed management consultant for employee and workplace concerns including:

- Performance issues
- Substance misuse
- Harassment
- Layoffs and job loss
- Mental health concerns and more

Leaders and Human Resources can call to speak with one of our management consultants for unlimited guidance and support.

Unlimited management referrals — It's hard to know what to do or how to help when employees are struggling. We're here to support you. A management referral is appropriate when there is a job performance issue or behavior which creates risk or liability for your organization. Through this process we can confirm an employee's participation in RFL services.

Our management resource consultants can help you determine if a referral is appropriate and guide you through the steps of making a management referral.

The process includes:

1. Call to consult with a management resource consultant (MRC) to determine how to proceed.
2. Meet with the employee and sign a HIPAA release of information that you return to the MRC.
3. Get follow-up information, which may include the employee's level of participation and attendance.
4. Be sure to document any performance issues including feedback and expectations that were provided to the employee.

We suggest you consult with Human Resources and your legal department and review your organization's policies and procedures before making a management referral to us.

Organization services

Critical incident support — This focused support led by a crisis specialist benefits both the employees and leadership teams. Crisis events may include:

- Death of an employee
- Workplace or community violence
- Natural disasters
- Organizational change
- Traumatic event

Support is available 24/7. Our experienced crisis consultant will gather information about the event and help you plan for virtual or onsite support. The provider will debrief employees and leaders and provide:

- Coping skills
- Education
- Connection to ongoing support as needed

Training and education — Our training catalog offers a selection of topics to choose from that includes training for employees and managers. This selection includes over 150 trainings in categories such as:

- Daily life
- Professional development
- Health and wellness
- Mental health awareness
- Personal improvement
- Parenting and more

Our training seminars give participants basic, introductory information about workplace skills, wellness topics, mental health awareness and RFL services. Most training seminars are one hour in length and can be provided in person or virtually.

Webinars — You have access to weekly live webinars on the member website which include a variety of topics and on-demand library you can share with your employees.

Check with your Human Resources department regarding your training and critical incident processes.

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