



Management Consultation and Support

Management solutions

Dedicated 24/7 support for HR and managers

New Directions provides human resources representatives, managers and supervisors access to 24-hour, expert consultation around challenging employee workplace situations.

Personal concerns can present in the workplace, often through changes in performance. As a leader, you are in a position to observe potential changes in employee behavior and proactively support employees before a situation escalates. Create awareness of the support and resources available to employees through their EAP by taking advantage of the consultative services available to you.

How can New Directions help?

When you call the dedicated **Management Consultation and Support (MCS) Team**, a licensed clinician will consult with you to understand the situation. The clinician will present the options available to support you and members of your team and assist on deciding the best course of action.

Why call the MCS Team?

- Concerns about an employee's safety or well-being
- How to have challenging conversations
- Preparing for individual terminations or layoffs, including safety planning and onsite support
- Performance issues or changes in behavior
- Team conflicts
- Suspected substance use in an employee
- Supporting employees experiencing domestic violence, financial stress, relationship difficulties, depression and other concerns
- Coordinating critical incidents such as employee deaths, terminal illness, work-related injuries or robberies

Every situation is unique, and prevention is the best policy. Don't let small issues turn into large problems affecting productivity. We encourage you to contact the MCS Team for personalized consultation and assistance. The MCS Team offers a wide range of services to support you in your managerial role.

Connect with us today to learn more.

eap.ndbh.com

Code:

800-624-5544 Opt. 2