



Manager HelpLine™

A TOOL FOR MANAGERS

The role of managers and supervisors is more complex today than ever before. Organisations are undergoing so many changes and so frequently that this can take its toll on team cohesion and productivity. Conflict within teams is a very common result of long-term change. Many employees are doing more work with less resources, shorter time frames and longer working hours.

This starts to affect morale and motivation and create unsustainable levels of stress for employees. This in turn negatively impacts on their output and quality of work. Customer service is also adversely affected and it may start to impact on an employee's home life causing more worry.

Dealing with an employee whose work performance is declining, for any reason, is difficult and dangerous. If employees have personal problems that are impacting on their work performance this can be very hard to deal with effectively. Many managers get too involved in these issues and give advice that they are not qualified to give – and it is very stressful!

For all these reasons the role of managing people is increasingly difficult and a major stressor for most managers. This is why IPS has included a targeted initiative as part of its broad range of general counselling services. It is called the **Manager HelpLine™**.

The **Manager HelpLine™** (MHL) is a telephone consulting service designed especially for managers and supervisors who would like some practical advice about workplace issues they have to deal with. Qualified psychologists who have a vast amount of experience in dealing with organisational and people management problems staff the MHL. It may be a conflict between two employees, or between the manager and an employee; an employee who is suspected of alcohol or other drug abuse; employees who are not coping with change, harassment issues or any other issue that is of concern to the manager.

The manager may want to know how to encourage an employee who needs EAP assistance to use the service. Choosing the right words is so important! Having the confidence to act in a sensitive and efficient way is a good outcome for everyone.

The MHL is designed to give managers options and to assist them in deciding on a practical plan of action. It is also there to help them with their own emotions and stress levels – an ear where they can off-load their feelings and get some practical advice about dealing with people management issues at the same time.

To use the MHL managers simply ring **1800 45 11 38**. The service is available 24 hours a day, 7 days a week. Like the EAP it is free of charge and totally confidential. No one in your organisation will know you, the manager, have called.

The MHL is designed to give very busy managers timely consultations and support so that they can take a proactive stance in dealing with problems as soon as they emerge rather than leaving them to fester away in the hope that they will resolve themselves.

The Manager HelpLine is there to help managers maximise the full potential of their staff and in turn, their own.