

EMPLOYEE ASSISTANCE PROGRAM



Leadership In Action Series – Information

In our work providing management consultations across the City system, we have learned about the unique challenges faced by supervisors, managers, directors and others in leadership positions:

Managing stress; Handling conflict; Setting boundaries; Holding people accountable; Communicating effectively with a high level of emotional intelligence; Understanding how to use the full suite of EAP services available

To help leaders develop their knowledge and skills in these areas, we have created a four session, 8.5 hour interactive learning and self-assessment experience applicable to any work location. Here is what you and your employees can expect:

In EAP 101 participants will:

- Learn what EAP has to offer them as an employee in a leadership position
- Understand the EAP consultation process and how/when to refer employees to EAP
- Learn how to handle critical incidents/disruptive events
- Learn what psychological first aid is and how to implement it
- Receive their EAP 101 Reference Guide

In Session One participants will:

- Engage in self-assessment, discussion and exercises to better understand themselves in their leadership role and where they need to develop
- Acquire valuable knowledge and skills for dealing with stress
- Receive important information about completing the online TKI Assessment for the next session

In Session Two participants will:

- Learn about their preferred mode of handling conflict
- Learn about different modes of handling conflict and when they are best used
- Practice using different modes of conflict management for simple and complex problem solving

In Session Three participants will:

- Learn about effective communication for leadership
- Practice communication and listening skills
- Learn about the importance of emotional intelligence
- Learn how to increase their emotional intelligence quotient

Contact an EAP Counselor to find out if this workshop series is a good fit for your leadership staff:

eap@sfgov.org

Call 24/7: (628) 652-4800
or (800) 795-7351