

Welcome!

“Empowering Managers:
Leveraging EAP Services for Effective Employee Support”

Thank you for joining today’s session! We will begin shortly.



Welcome Message

Manny Arisso

Vice President & CNO Carelon
Behavioral Health



Carelon EAP Overview

Rebecca Keller

Manager of Carelon Behavioral
Health Services



“Change Leadership” Training

Wendy Wollner

Founder and CEO of Balancing
Life’s Issues

Carelon's Employee Assistance Program: Overview

Carelon offers confidential support to enhance employee well-being and organizational health.

Key services include:

- **Counseling:** Professional guidance for stress, anxiety, and other personal issues.
- **Work-Life Resources:** Assistance with financial, legal, childcare, and eldercare challenges.
- **Digital Tools:** Access to self-help resources and wellness programs online
- **Organizational Services:** Consulting, training, and crisis management to improve workplace dynamics and respond to critical incidents.



Carelon's Employee Assistance Program: Leadership Support

Carelon's dedicated team of EAP Workplace Consultants (EWC) supports managers, leaders, and HR personnel by providing comprehensive services, resources, and guidance to effectively address employees' personal and work-related challenges. This team of clinicians averages 15 years of experience providing the following organizational services:

Consultation Services &
Employee Referrals

Critical Incident Response &
Disruptive Event
Management Services

Supportive Resources

Educational/Wellness
Workshops



Consultation Services and Employee Referrals

For some employees, personal problems can manifest in the workplace, either as a decline in work performance or noticeable changes in mood or behavior. Carelon offers:

- **Consultation Services:** Leadership guidance on when and how to refer employees for support.
- **Informal Referrals:** Manager refers employees to EAP out of concern.
- **Formal Referrals:** Manager recommends EAP services; compliance is optional and risk-free.
- **Mandatory Referrals:** Employee must work with EAP to resolve workplace performance issues.
- **Regulatory Referrals:** Applies to employees in safety-sensitive roles who must comply with federal rules such as DOT or NRC regarding drug and alcohol use. These referrals occur when there's a rule violation.



Critical Incident and Disruptive Event Management Services

Workplace disruptions can't be controlled, but the response can. Carelon's Disruptive Event Management services provide immediate and ongoing crisis response through:

- **Immediate Crisis Response:** Immediate assistance to help you manage the impact of disruptive events, developing strategies and responses to help enhance organizational stability.
- **Critical Incident Stress Debriefing:** Structured sessions to help employees process traumatic events, reducing stress and fostering recovery.

EAP Workplace Consultants are available 8am-8pm ET, however leaders can contact the EAP 24/7. Immediate after-hours requests are managed by the overnight team, with follow-up by EWC the next business day.



Supportive Resources

Carelon offers a comprehensive suite of resources, including:

- **Carelon Wellbeing Platform:** An online resource that provides employees and leaders with personalized assessments, a library of articles, interactive tools, and on-demand multimedia content such as webinars, podcasts, and videos.
- **Managerial Support Tip Sheets:** Concise guides that equip managers with targeted strategies, practical tools to effectively address workplace challenges, and techniques to enhance team dynamics and foster a supportive work environment.



Educational/Wellness Workshops

Carelon offers a comprehensive suite of training resources to enhance employee wellness and workplace skills through engaging onsite and virtual workshops.

Top trainings include:

- Stress Reduction Toolkit
- Collaborative Communication in the Workplace
- The 5 Buckets Principle TM
- Mental Health: A Guide for Leaders and Managers
- Using Your EAP

These resources are also available in diverse formats such as podcasts, videos, and pre-recorded trainings, supporting continuous learning, accommodating diverse learning preferences, and providing on-demand convenience.



2025 Seminar Training Catalog

Engaging seminars and trainings | Inspirational content | Training action plans

Give your employees and managers the empowering tools they need to face today's demands and enjoy the immediate benefits of a more confident, competent workforce.



Accessing Your Organizational Services

- Training and Critical Incident Response services are available using your company's contract hours. If these hours are exceeded or not included in your current contract, these services can be accessed on a fee-for-service basis.
- Management consultations and employee referrals are included in EAP benefits and do not require contract hours.
- Regulatory and specialized employee referrals may incur costs; any costs will be reviewed with the requestor for approval before coordination.
- Managers may need to contact their HR department before requesting trainings, CIRs, and other services. For more information about accessing these services and understanding your benefits, please contact your Carelon Account Executive.



Discussion Question



What challenges or transitions is your workforce currently facing that could be addressed through additional training?

Are there particular areas of stress or change where targeted support would be beneficial?



Change Leadership

A presentation delivered to you on behalf of Carelon Behavioral Health

Change Is Messy. Lead Anyway.

Let's stop pretending people love change.

Your job? Lead them through the mess with clarity and humanity.

💥 One big idea: *Stability isn't control—it's trust.*



Move the Needle With Micro-Actions

Big plans overwhelm. Micro-actions build trust.

Triage what matters *today*

Start one brave conversation

Show your own uncertainty (yes, really)

Listen beyond the words: Resistance is fear in disguise



Poll Question

What method do you prefer for giving feedback on how change is managed in your organization?

- a) Anonymous surveys
- b) Open team meetings
- c) One-on-one discussions
- d) Suggestion boxes



Talk Like a Human, Lead Like a Guide

- Forget the script. Bring the real talk.
- Speak clearly, frequently, and with heart
- Communicate across multiple channels
- Kill gossip with transparency
- Ask: “What do you need to feel grounded right now?”



EAP = Your Leadership Lifeline

- It's more than a hotline—it's your secret weapon.
- Use it early, not just in crisis
- Access coaching, workshops, and support tools
- It's confidential. And underused.



We Do Way More Than Trainings

We offer:

- Podcasts, videos, peer-to-peer groups
- Book clubs, coaching, custom programs
- Everything to help humans thrive at work

If you can dream it, we probably already offer it.



The 15-Minute Challenge

✓ Choose one bold move today:

- Schedule a 1:1
- Share a personal change story
- Ask for honest feedback
- Call EAP for a leadership consult
- *Be human. Be brave. Be the leader they remember.*



Thank you!

Thank you for participating in today's training presentation. We hope you found the information valuable and insightful. Your engagement and input are greatly appreciated.

If you have any additional questions or thoughts, please feel free to reach out to your Account Executive. We're here to support you and look forward to continuing the conversation.

Thank you once again, and we hope to see you at our future sessions!



[Satisfaction Survey Link](#)

