

EMPLOYEE ASSISTANCE PROGRAM

EAP - A Smart Business Tool



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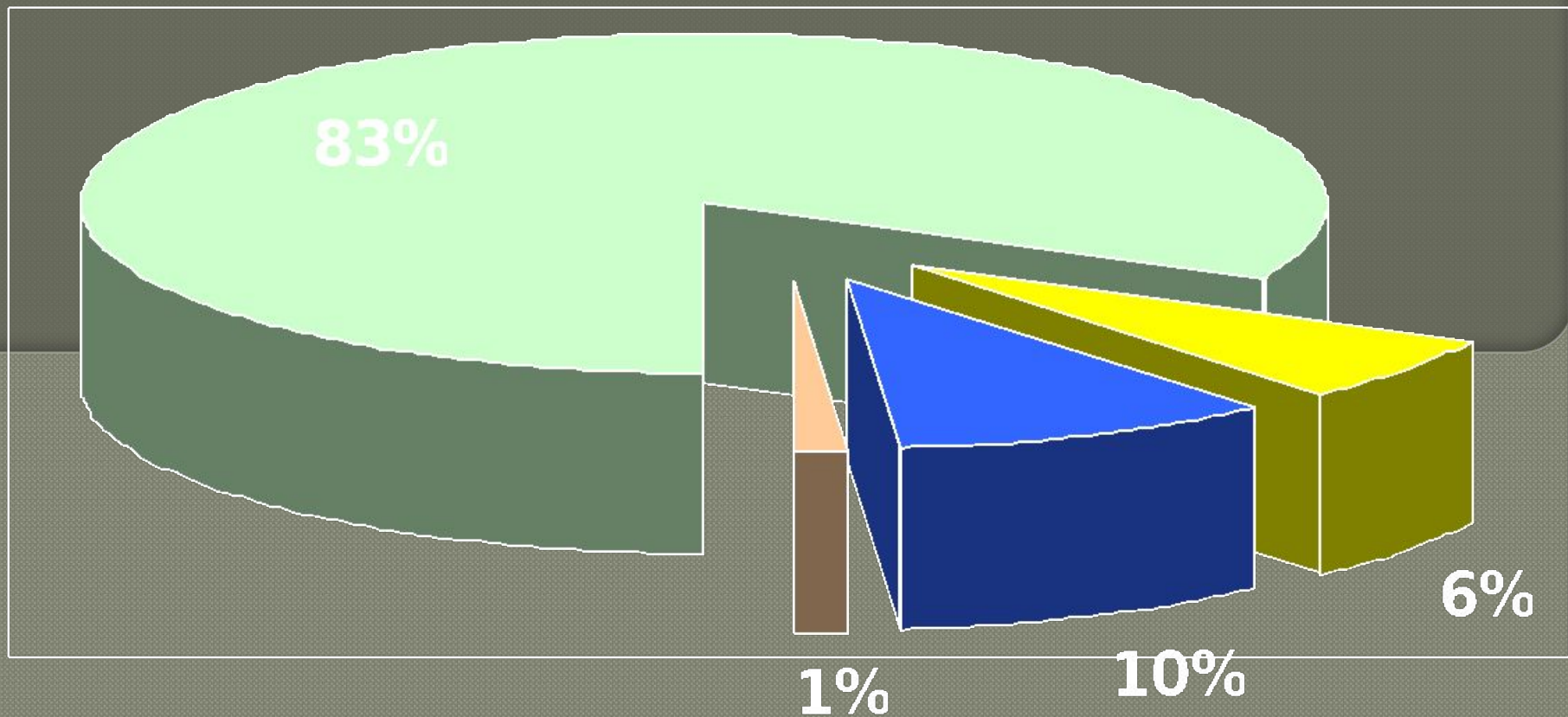
Presentation Flow :

- Birth of EAP
- Evaluation of EAP Vendors
- EAP Launch Activities
- Utilisation Data
- Critical Incidences
- What Worked / Did Not Work ?



INDIA STATISTICS



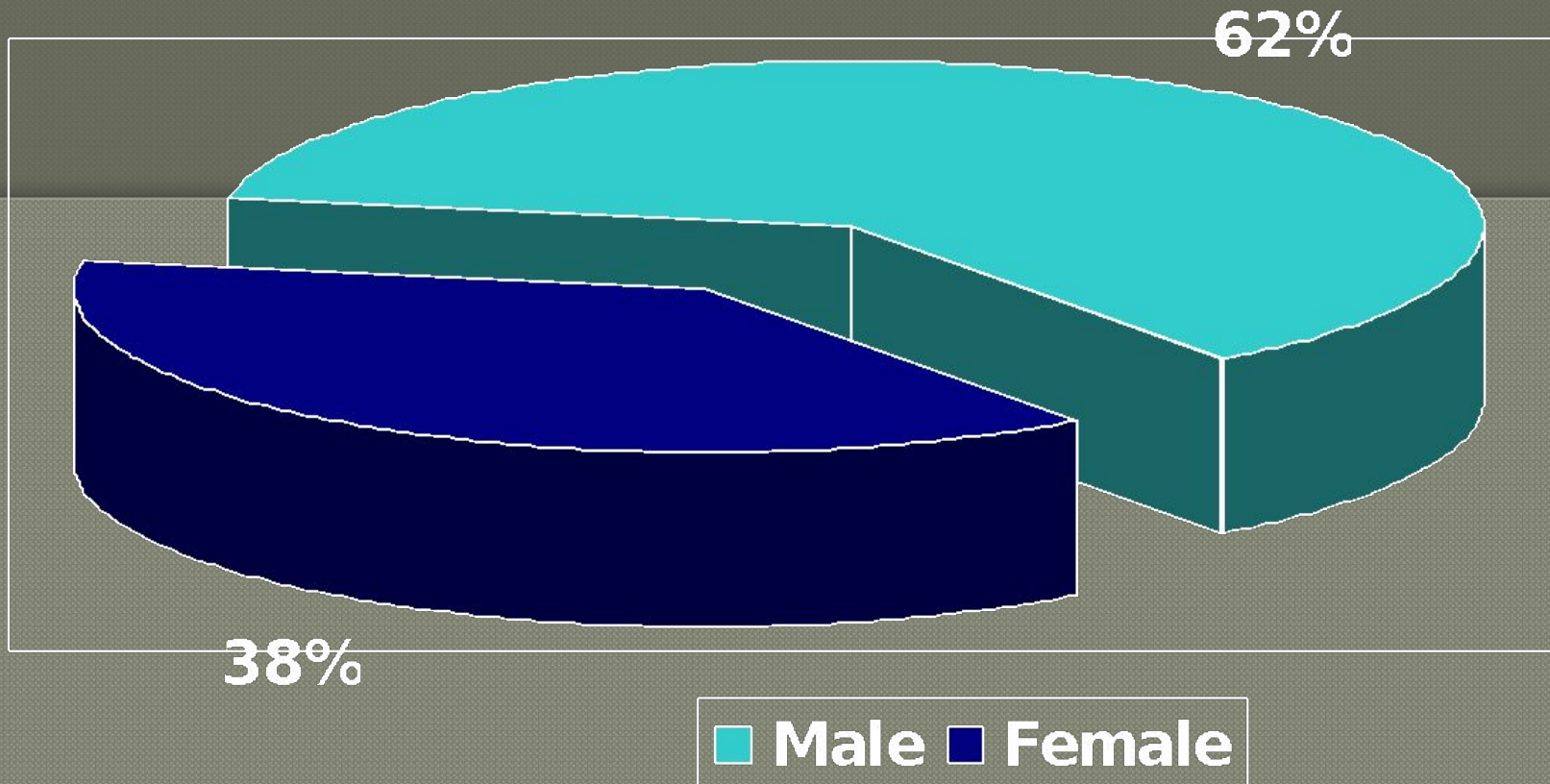


Face to Face
Telephone

Eppc
Critical Incident

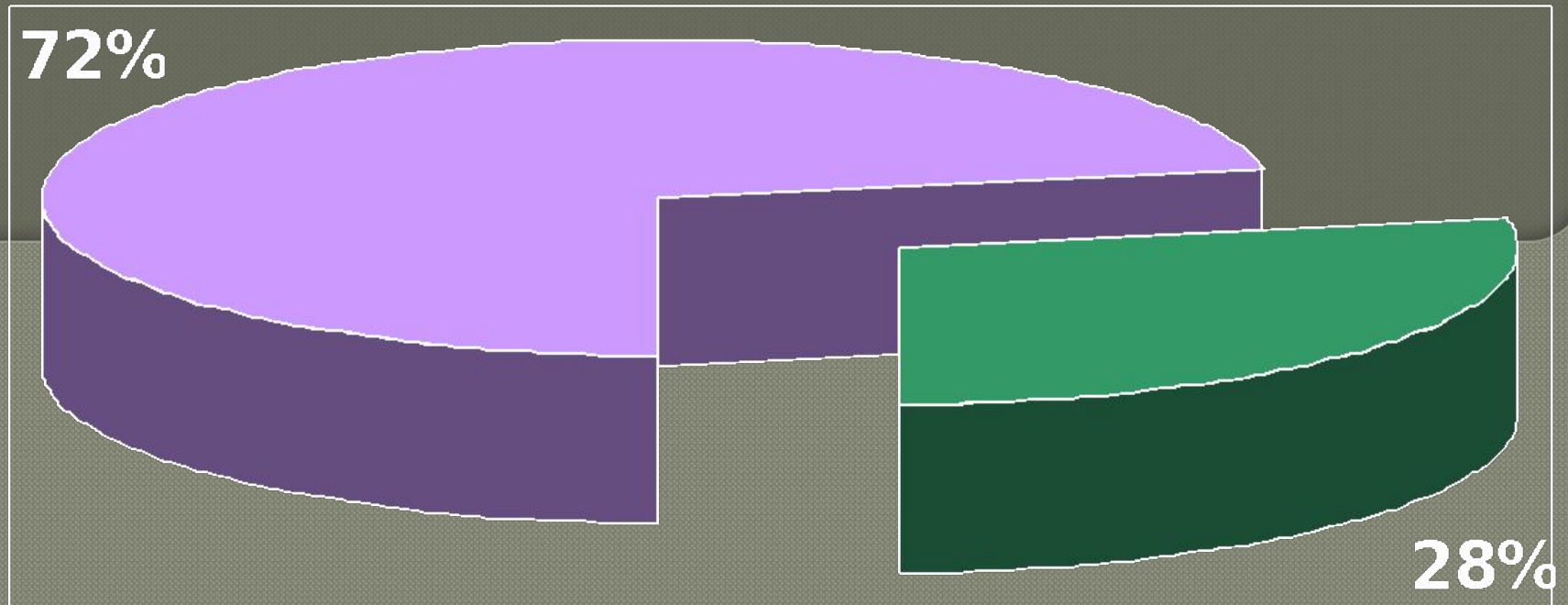
INDIA STATISTICS

Gender Distribution



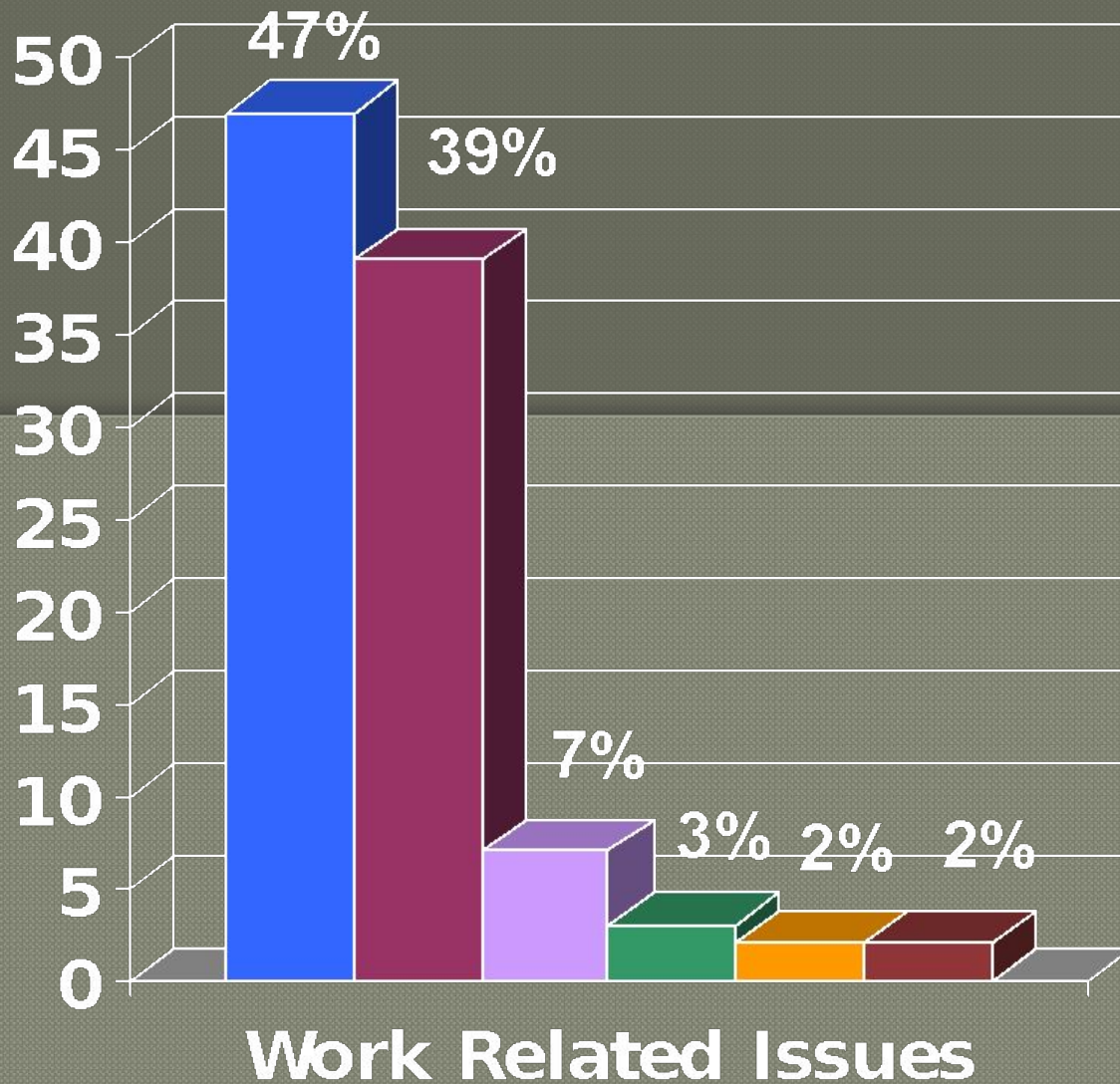
INDIA STATISTICS

Problem Nature



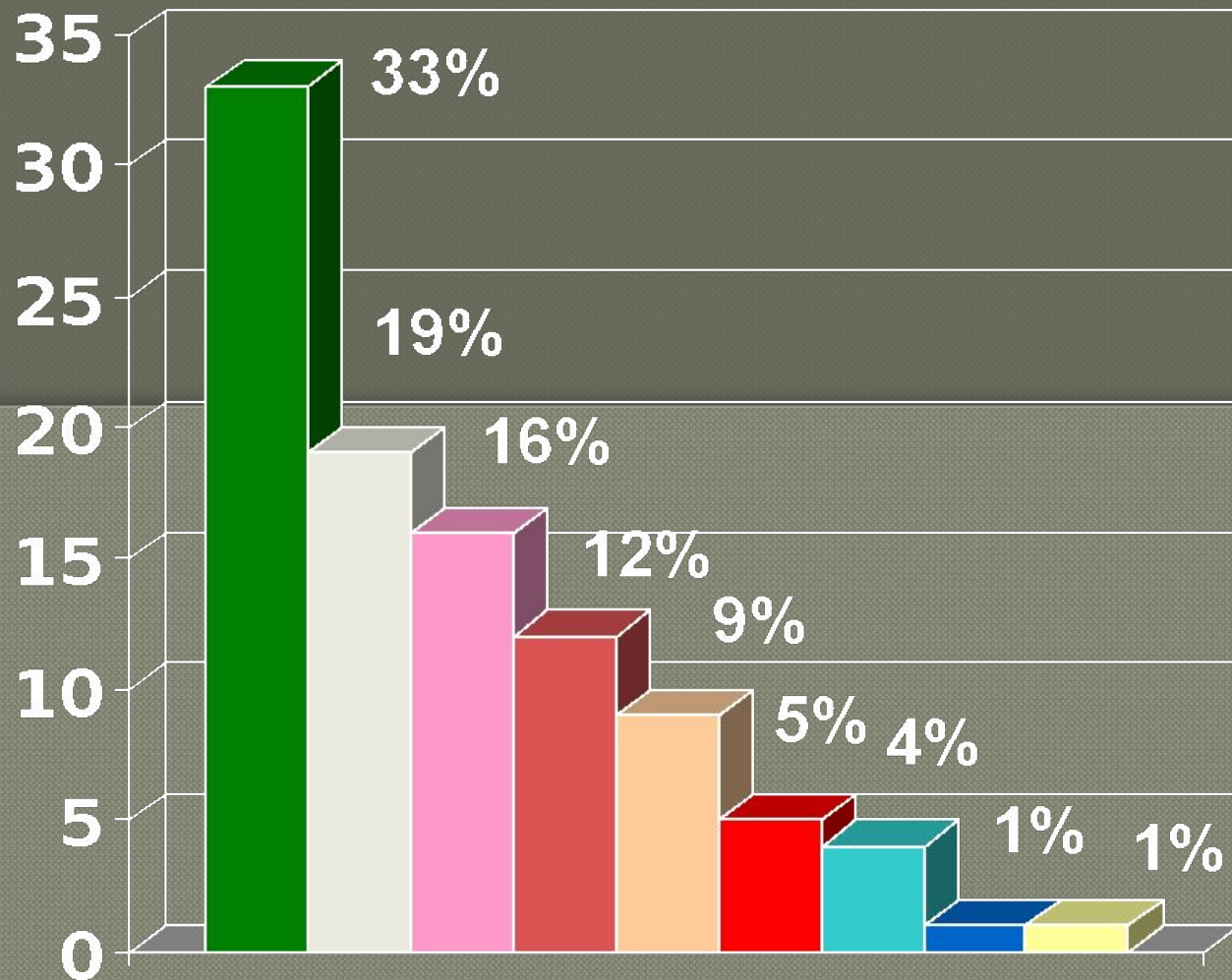
■ Personal Related ■ Work Related

INDIA STATISTICS



- Career
- Work Stress
- Work Conflict
- Job Loss
- Relocation
- People Management

INDIA STATISTICS

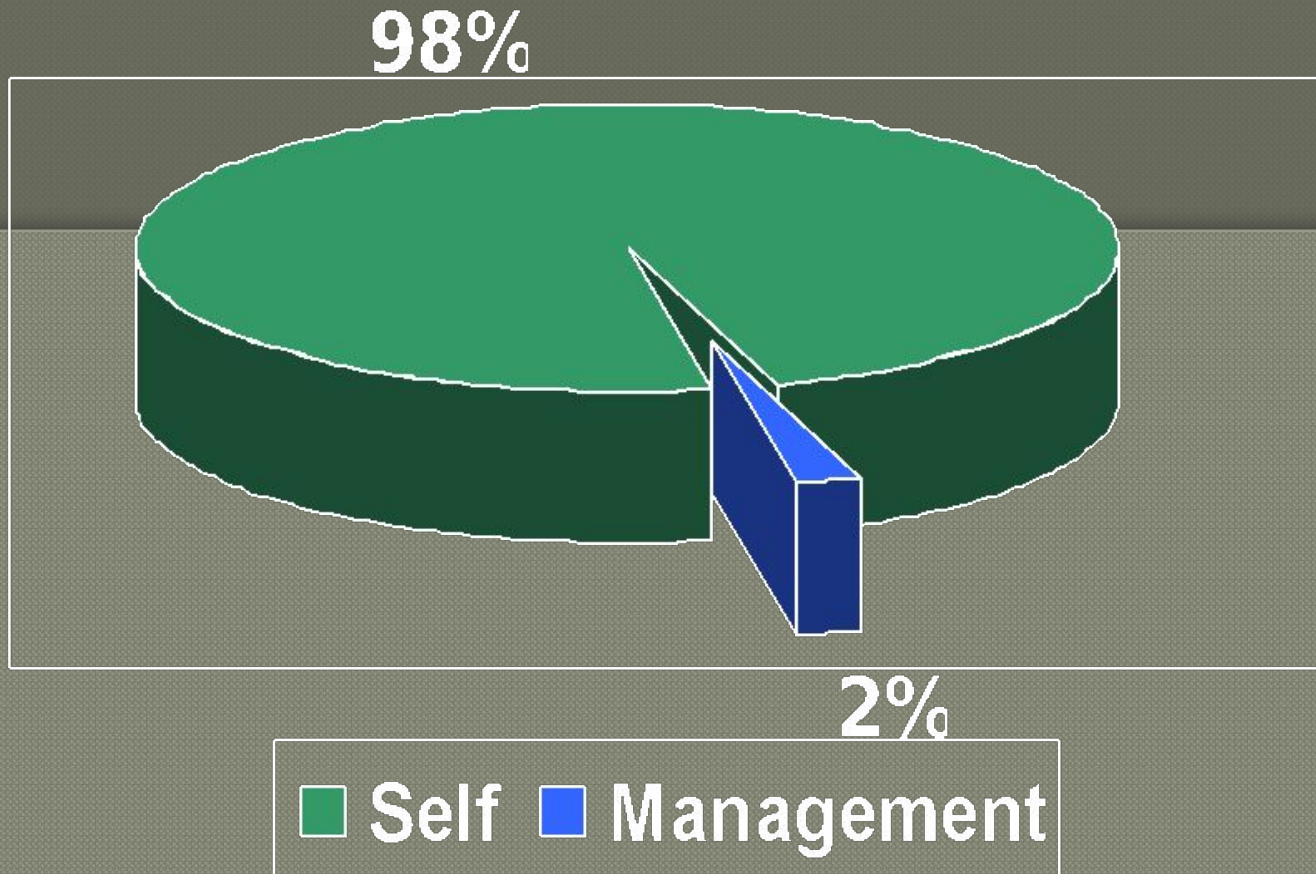


- Marriage
- Legal
- Mental Health
- Interpersonal Relationships
- Financial
- Personal Growth
- Childrens Issues
- Personal Health
- Critical Incident

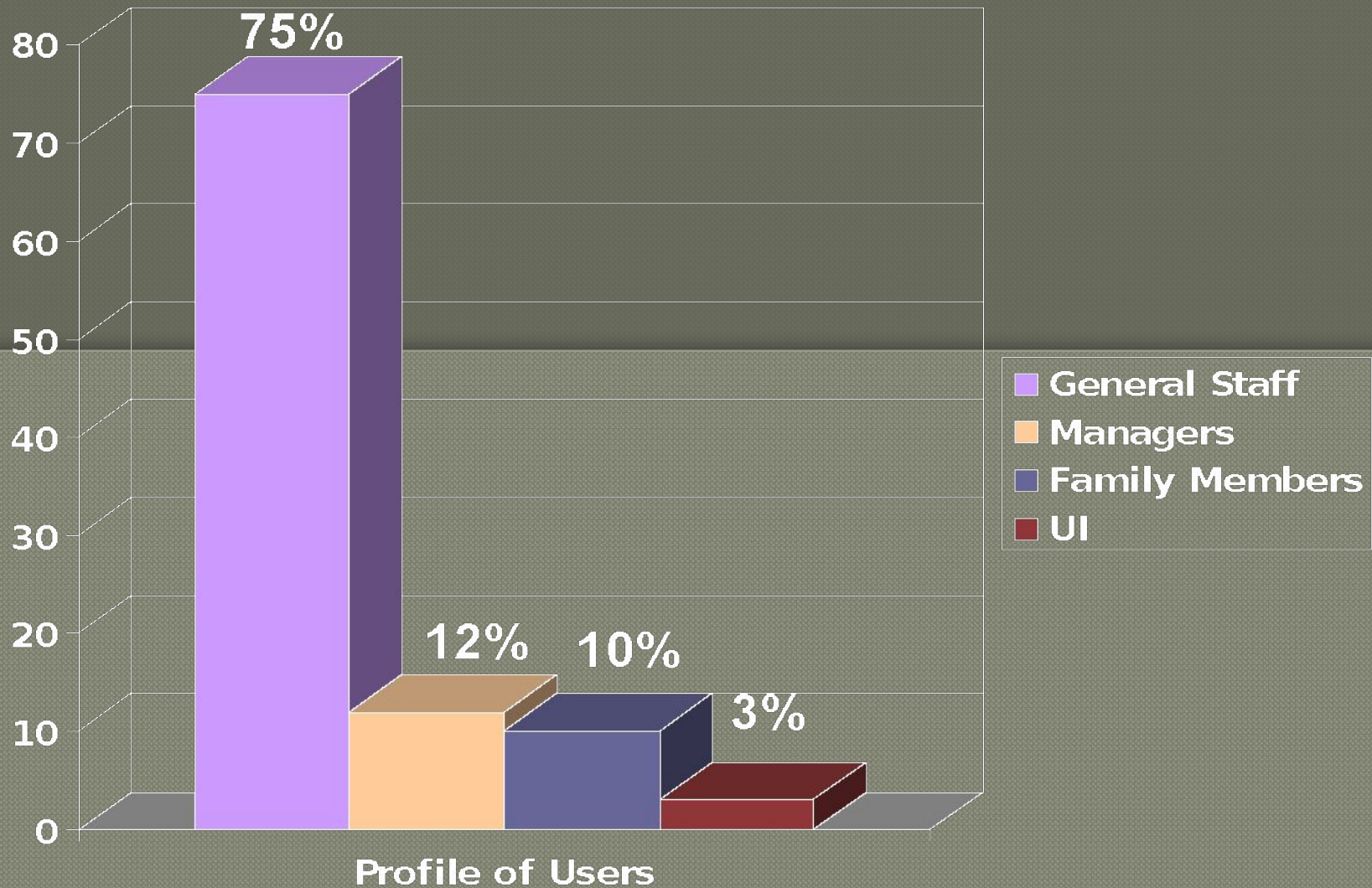
Personal Related Issues

INDIA STATISTICS

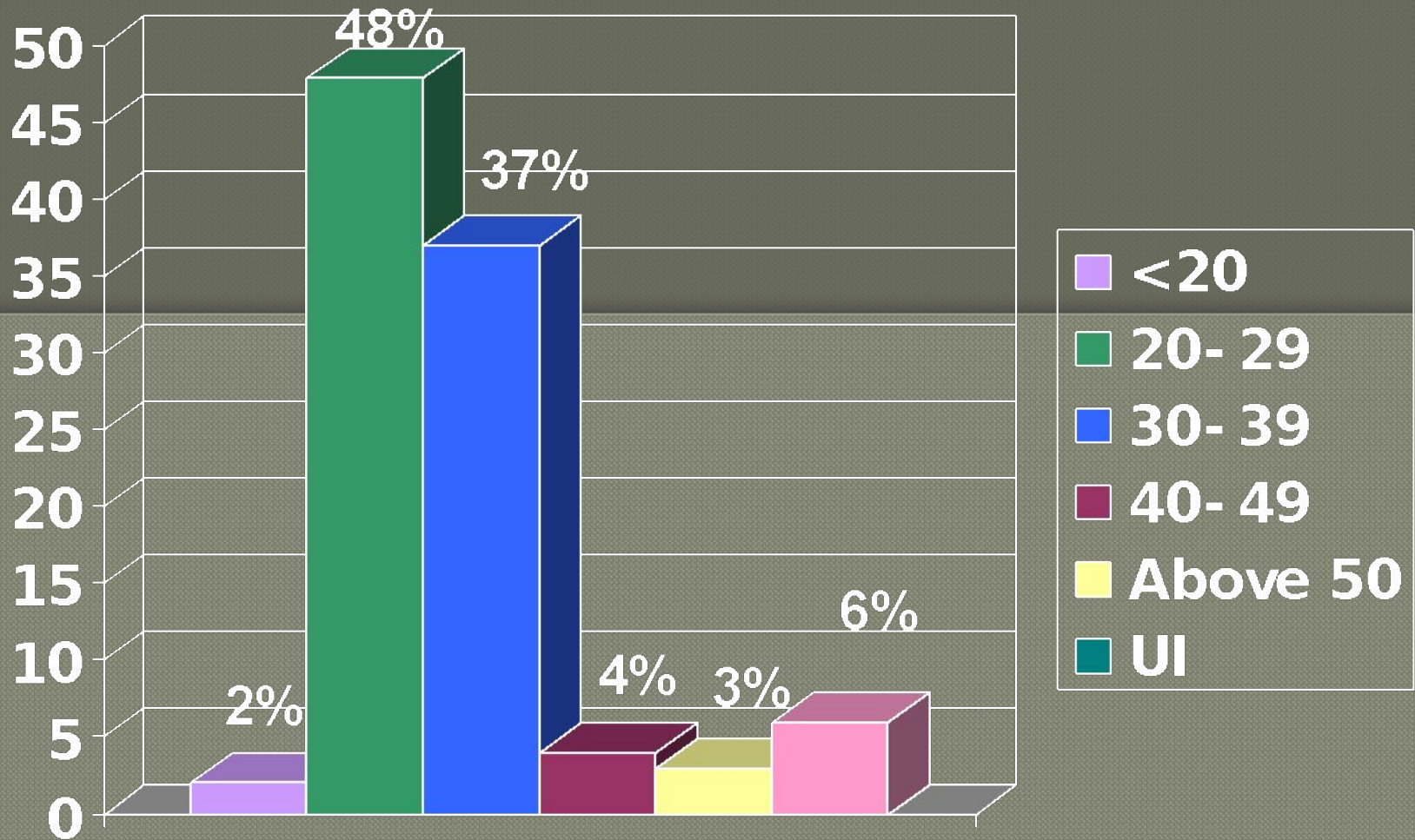
Referral Nature



INDIA STATISTICS

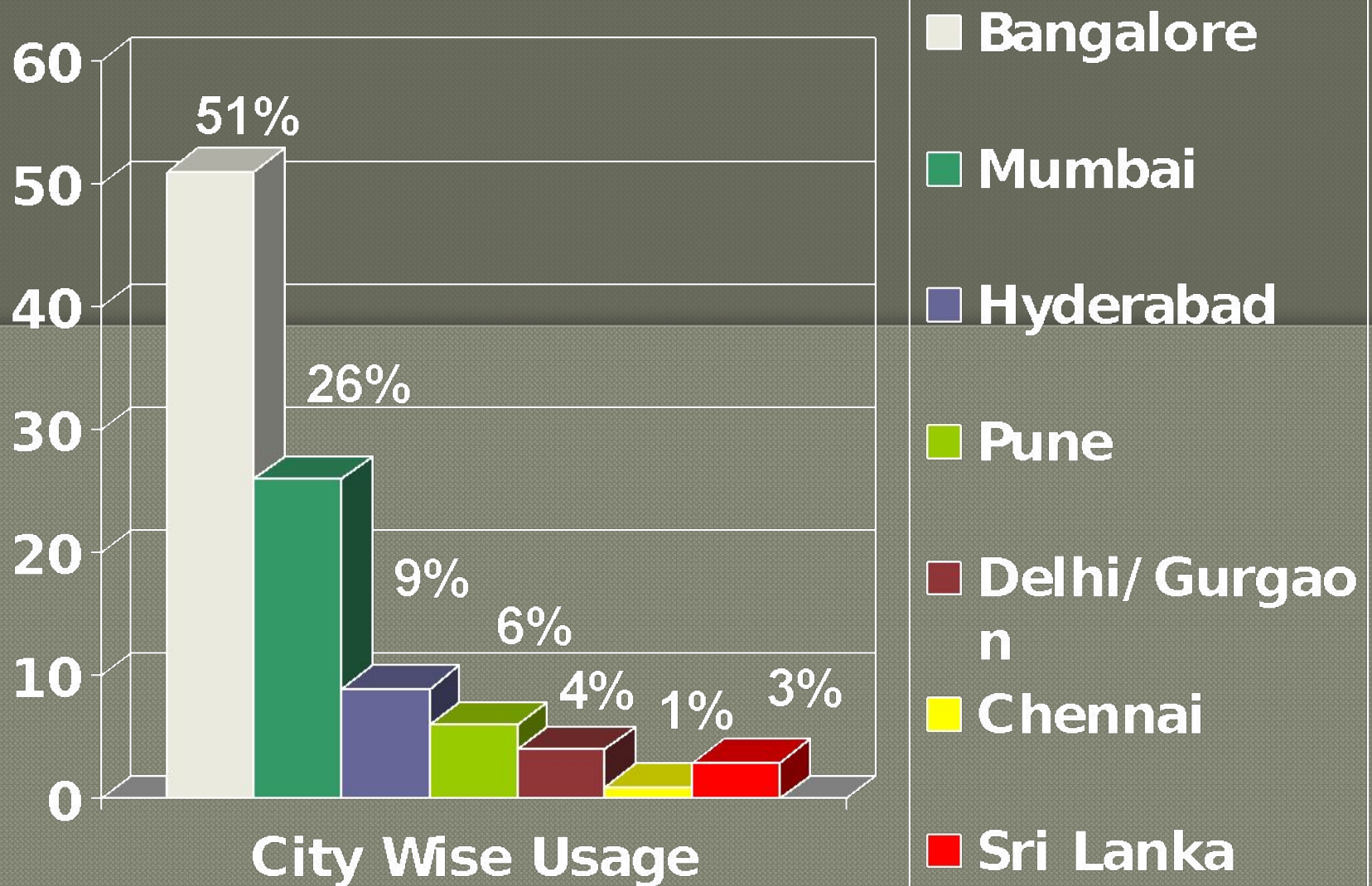


INDIA STATISTICS



Age Distribution

INDIA STATISTICS



INDIA STATISTICS

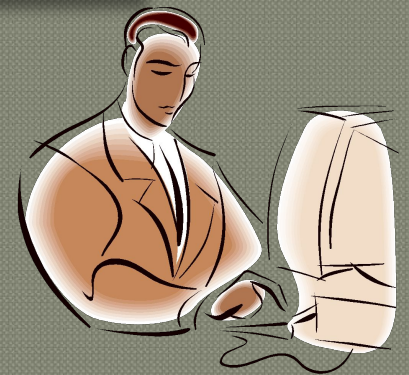
Birth of EAP

- ❖ Bomb Blast on 7/11/06-Railway Compartment
- ❖ Two Colleagues Impacted
- ❖ Corporate & Regional EAP Support
- ❖ Breakthrough Success
- ❖ Need to Institutionalise EAP



Selection of EAP Vendor

- Identification of Vendors
- Scope & Selection Criteria
- Due Diligence Process



Critical Incidence

On-site Counseling/CISD

Employee and his family met with an accident in Kerala.

What Worked ?

- Top Management Commitment
- Involvement of HR Folks
- Utilisation of National Events
- Induction Programme
- Health & Safety Kits
- Health & Safety Stall at Sales Meet Fair
- Presentations rather than e-mail Communication

What Worked ?

- Local / Regional Language For Workers
- Three New Initiatives at One Go !
- Sector Heads Present During Major Launch Meetings
- Active and Flexible Support By EAP Vendor
- On site Counsellor
- Active Support By Corporate and Regional Teams
- Coverage in Newsletter

What did not Work ?

- **Combined Launch of Three Health Initiatives**
- **Perceived as service only in case of a Problem.**

Going Forward

Management Consultation As a Core Service

Supervisor Training on Need Based Issues

VOC

The Video

Thank You

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