

Care first

Management service

Care first complements existing personnel/Human Resources, management and support policies by providing a professional counselling, information and advice service. Care first also provides management consultancy and support on the following range of issues –

- Managing change
- Effective workplace performance
- Changes at work
- Traumatic and critical incidents
- Sickness absence
- Conciliation and mediation
- Coaching for performance and targets
- Handling disciplinary issues
- Training services – stress management, handling conflict, diffusion
- Handling grievances, bullying and harassment

Noticing problems

Both workplace and personal problems can affect the performance of an employee at work. For some, the combination of workplace difficulties with personal concerns can lead to a deterioration of performance at work. Change can be a major source of pressure: even changes that are positive, such as responses to innovation and improvements in efficiency, can provoke negative reactions among employees.

For some individuals it will not be possible to contain their anxiety and work effectively. As a manager, you may be the first to identify those who are not coping well. Indicators that somebody may not be coping include:

- Poor workplace relations with colleagues or customers
- Becoming withdrawn from colleagues
- Tensions and conflict in workplace relationships
- Loss of motivation and commitment
- Increased sickness absence
- Poor time-keeping
- Increased errors or accidents
- Reduced work output
- Deterioration in personal standards
- Emotional outbursts

Management Referral

Informal referral

With the employee's permission, a Manager can contact Care first on the employee's behalf. The Counsellor will then contact the referring Manager to confirm whether or not counselling has been accepted.

Formal referral

A referral form can be requested from Care first, the form is completed by both the manager and the employee, signed and returned to Care first. Counselling will then take place with the employee and feedback is provided to the Manager if this has been agreed by the employee.

0800 174319

information and support 24/7 www.carefirst-lifestyle.co.uk