



## KGA EAP MANAGER TRAINING

At KGA, our primary goal is always to help our companies and their employees at all levels of the organization minimize the impact of work and personal stress. One of the ways we do this is to offer manager training programs as part of your EAP contact at no additional cost. This also gives us the opportunity to meet every manager and supervisor in the organization.

EAP Manager Training provides concrete information that not only helps managers help their employees use the EAP, but provides managers with valuable tools for dealing with their own work and staff challenges. From our experience, we know that when managers themselves are assisted by the EAP, they tend to then recommend the use of the EAP for their staff as well. We also have learned that managers are more likely to take advantage of training opportunities that are tailored to address their concerns related to business goals and staff productivity.

To that end, KGA has designed the EAP Manager Training as a 90-minute program. The curriculum includes a basic EAP orientation for managers, along with material on the role of the manager, how to make a referral, and an interactive case study.

### EAP Manager Training Agenda

*Overview of KGA and Your EAP*  
*How to Use The EAP*  
*Extended Wellness Plan*  
*On-Site EAP Services*  
*KGA Utilization Data*  
*The Role of the Manager in the EAP*  
*What to Say When Referring Someone*  
*Warning Signs of Violence*  
*Crisis Management*  
*Case Study*

Each training module will be carefully customized for the client. The training may be offered as a stand-alone program or as an added module to your existing management training initiative. Although 90 minutes is an ideal time frame, KGA can also shorten the program for delivery at large manager meetings.

Different versions of the EAP Manager training may be delivered nationwide by using the following technology:

- Webinar
- Telephone conference
- Downloaded DVD
- Videoconference
- Podcast
- Webcast

To discuss your specific needs, please call KGA today at 508-879-2093

**KGA, INC.**

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