

A manager's guide to **Here4TN Emotional Wellbeing Solutions and WorkLife Services**

24/7 support for you and your team members



A man in a grey sweater and jeans stands in the center, pointing with a white marker at a whiteboard. He is holding a tablet in his left hand. The whiteboard is covered with handwritten notes and diagrams. On the left, it says 'Look at who we are' with a green square. Below that, 'Audience Recall - Presentations' is written, followed by 'reasonable prices' and 'plans'. There are two pie charts: one labeled '20%' and another labeled '35%'. To the right of the '20%' chart, it says 'Social media presence' and 'networks - plenty'. Below the '35%' chart, it says 'privacy settings' and 'marketing promotions'. At the bottom, it says 'ORAL AND VISUAL'. On the right side of the whiteboard, there are several colored squares (green, blue, teal). Two people are seated at a table in front of him. On the left, a woman with curly hair is looking at him. On the right, a man is looking at him. The table has a laptop, a coffee cup, and some papers on it.

Contents

An intro to Here4TN Emotional Wellbeing Solutions	04
Quick-reference guide: How to access services	05
Supervisor resources	06
Management consultations	06
Management referrals.....	08
Management and organizational development training programs	09
Issues to watch for	10
Challenges your team may be facing	11
Employee crisis situations	12
Critical Incident Response Services (CIRS)	13
Preventing violence at work.....	14
Suicide prevention.....	16



An intro to Here4TN Emotional Wellbeing Solutions

Here4TN is available 24/7 to provide free and confidential* support for:

- All benefits-eligible state and higher-education employees and their families
- All local education and government employees who have enrolled in medical insurance and their dependents

When you call **Here4TN**, you'll speak with a master's-level specialist who can offer in-the-moment support and connect you to other resources, such as in-person counseling sessions, if needed. You can get up to five counseling visits per issue, per year at no additional cost to you.

What can Here4TN help with?

Here4TN offers support for a wide range of topics that may affect you at home and at work, including:

- + Stress
- + Depression and anxiety
- + Relationship challenges
- + Substance use
- + Legal and financial issues
- + Safety and crisis planning
- + Eldercare services
- + Chronic condition support

Quick-reference guide: How to access services

Counseling services

Call anytime to discuss what you're going through or to get help supporting a team member: **855-Here4TN** (855-437-3486).

Counseling

Here4TN Emotional Wellbeing Solutions offers telephone, in-person and virtual in-network counseling options, including up to five no-cost short-term counseling visits per issue, per year. You may also have access to additional support with long-term counseling through your behavioral health benefits, as needed.

Self Care by AbleTo

On-demand help for reducing worry and stress and improving mood.

Talkspace

Connect virtually with a licensed network therapist, including unlimited text messaging and real-time audio/video appointments. Talkspace is available 24/7 and no appointments are needed.

1. Call **855-Here4TN** (855-437-3486) and provide a brief description of your situation, such as "depression" or "relationship issue."
2. Go to **talkspace.com/connect**.

WorkLife Services

Here4TN includes **WorkLife Services**, which can also help you find more balance in your life by taking care of tasks on your to-do list. Call for help with tasks such as finding childcare or eldercare, exploring schools and colleges, locating lawn or home repair services, and finding pet services. Take the stress off yourself and call **855-Here4TN** (855-437-3486) and say you need assistance with **WorkLife Services**. You might be surprised by what they can help with.

Share this information with your team members

Be sure to tell your team about **Here4TN** during regular meetings and via everyday communications. While many people could benefit from the support offered, ongoing encouragement may be needed for some people to make the call.



Supervisor resources

As a manager, you face personal challenges every day and also want to help your team manage their stress and work through tough issues. Offering that support is important not just because you care about them but also because having healthier, less-stressed team members leads to less burnout, better retention and better job performance.

Management consultations

Support for leaders

Our management consultants work collaboratively with leaders at all levels. We provide support to help guide you through employee challenges and establish an appropriate plan of action.



**Meet our
management
consultation team.**



Management consultants provide consultation across a spectrum of needs, including but not limited to:

- + Creating a motivating environment and preventing burnout
- + Enhancing workplace communication
- + Promoting teamwork and optimizing performance
- + Navigating workplace changes
- + Leading in times of social unrest
- + Dealing with conflict
- + Recognizing substance use issues in the workplace
- + Responding to threats of violence
- + Identifying and managing troubled employees
- + Learning to provide clear, constructive and timely feedback
- + Making informal and formal referrals to **Here4TN**, especially for counseling services
- + Dealing with non-work issues that impact the workplace
- + Other management questions you may have



How to access consultation services

Visit: **Here4TN.com**

Call: **855-Here4TN** (855-437-3486)

Management referrals

Support for employees

A management referral occurs when a manager or Human Resources representative refers an employee to **Here4TN** Emotional Wellbeing Solutions concerning workplace issues, and the expectation is that the employee is to adhere to all Emotional Wellbeing Solutions recommendations (signed releases are obtained from the employee).



Provides the employee an opportunity to address workplace concerns, assisting them in returning to normal, productive functioning



Provides the organization an opportunity to support the employee across a spectrum of needs through a structured and confidential process



Provides a collaborative consultation with leaders to develop a plan of action to assist their employees, identify resources, and provide ongoing support and feedback

Some reasons for referral:

- + Substance use issues, including positive drug/alcohol test
- + Non-work issues that impact the workplace
- + Inappropriate workplace behaviors/conflicts
- + Mental health issues impacting workplace performance
- + Violation of workplace policies
- + Threats of violence or other safety concerns

How to initiate a referral

Emotional Wellbeing Solutions services can be shared with an employee who you observe might be struggling or who mentions personal concerns to you.

Consult Human Resources and, if directed, contact Emotional Wellbeing Solutions to begin the process.

Call: **855-Here4TN** (855-437-3486)

Special Note for Regulated Businesses

If your organization is subject to regulations of the Department of Transportation, Nuclear Regulatory Commission or Department of Energy, the management consultant has the knowledge and expertise to help you navigate the regulatory protocols in case an employee tests positive for drug use.

Management and organizational development training programs

You also have access to training programs designed to enhance management and supervisory skills. These interactive workshops and seminars are conducted by experienced training and consulting professionals and can be tailored to meet the specific needs of your organization.



Promoting teamwork



Communicating in today's workplace



Managing conflict



Parenting teens



Effective coaching and counseling



Creating wills and estate planning



Building a safe place to work



Managing stress



Preventing sexual harassment in the workplace



Training for employees

Help your team learn skills that can help them at home and at work with courses about burnout, stress, work-life balance, self-care and resilience.



Issues to watch for

While the symptoms of stress, burnout and other mental health concerns can present themselves in many different ways, there are some things you can watch for. Here are some of the signs that might indicate it's time to reach out to **Here4TN** or recommend it to your team member.

- + Frequent or unexpected absences
- + Trouble concentrating
- + Argumentative attitude
- + Poor decision-making
- + Big mood swings
- + Failure to meet deadlines
- + Rudeness toward other team members
- + Bullying
- + Crying
- + Potential drug or alcohol use

Challenges your team may be facing

While it's important to watch for individuals' symptoms of stress, burnout and other mental health concerns, sometimes you'll know your team needs support just by observing what they're going through. Here are some examples of when talking to your whole team is important:

- ⊕ Unexpected death of a family member or friend
- ⊕ Death of an employee
- ⊕ Workplace violence
- ⊕ Threats of violence
- ⊕ Low morale or high burnout rates



Call **855-Here4TN** (855-437-3486) to get support for yourself, an employee or your team.

Employee crisis situations

Sometimes an employee's behavior can reach a point where it threatens the safety and wellbeing of the employee or others. If you believe the employee is in danger of harming themselves or someone else, immediate action is required. Follow your organization's procedures for responding to dangerous situations, which may include notifying security or calling the police. Once everything is under control, you can contact **Here4TN** for additional support and guidance. Depending on the situation, you may also seek assistance in coordinating a fitness-for-duty evaluation with Human Resources.

A fitness-for-duty evaluation requires that the employee see a designated psychologist or psychiatrist before returning to work. This professional assesses the employee for any impairment due to a mental health issue, a substance use disorder or both. The management consultant will find a suitable provider to conduct the evaluation. They will also work with you to address additional concerns or service needs.

In order to handle the process as smoothly as possible, always consult Human Resources.



Critical Incident Response Services (CIRS)

Today's ever-changing workplace environment demands a proactive approach to ensure safety, wellbeing and continuity of operations.

Goal of CIRS

- + Help employees cope with their response to disruptive events
- + Promote workplace resiliency

Disruptive events can be:

- + Isolated incidents impacting the workplace such as natural disasters, workplace accidents, shooting in the line of duty or death of an employee
- + Changes such as workforce reduction or restructuring
- + Chronic stressors such as racial trauma, political stress or civil unrest

Structure

- + Voluntary and confidential
- + Disruptive-event support using psychological first aid led by trained mental health clinicians
- + Normalizes common reactions to abnormal stressors
- + Offers psychoeducation regarding stress management, coping skills and resiliency, and establishes a sense of order and next steps
- + Minimizes distress and maximizes resiliency
- + Support for managers and leaders
- + Provider-led group debriefings, individual support sessions or a combination of both, offered virtually or in person



How to access CIRS

Request form

Call: **855-Here4TN**
(855-437-3486)

Preventing violence at work

What is workplace violence?

Any act or threat of physical violence or intimidation that is disruptive at work is classified as workplace violence, including any form of a true threat, verbal abuse, physical assault and homicide.

- + **Disruptive behavior.** Yelling, profanity, pointing fingers and verbal abuse.
- + **Threatening behavior.** Bullying that threatens people or property in a spoken or written manner. For example, "I'll make you wish you hadn't done that!" or "Just you wait ..."
- + **Violent behavior.** When someone physically assaults another with or without a weapon, throws an object or destroys property.

Indicators of potential risk

Hindsight is always 20/20, but there are obvious signs of potential workplace risks. The following are all signs that could point to a viable threat of violence:

- + Sudden changes in job performance and behavior
- + Outbursts of anger and inability to control emotions
- + Paranoia about co-workers
- + Romantically obsessing, stalking or sexually harassing a co-worker
- + History of violent behaviors or discussing topics that are violent in nature
- + Threats that are direct or indirect
- + Drug or alcohol problems
- + Carrying a concealed weapon or flashing one around

Diffusing potentially violent behavior

Emotions and situations can quickly escalate when people blame others or feel confused, frustrated or angry. Below are some suggestions for how to dial down potentially violent workplace behavior when people display certain emotions or actions.

- + **Blaming others.** This person won't take responsibility for their own problems and continually finds fault with others. The quickest way to diffuse this behavior is to focus on the facts of "how" a situation occurred rather than "who" caused it.
- + **Confused.** This person is distracted or uncertain. The best way to diffuse this behavior is to be patient, listen to their concerns and provide them with facts.
- + **Frustrated.** This person reacts easily to stress, resists problem-solving and may seem defeated even when they accomplish something. A good way to engage this person is to provide a calm environment in which to listen to their concerns. Clarify any misconceptions they might have in a peaceful manner.
- + **Angry.** This person's body language may clearly communicate anger. They might be shouting, hitting things or using profanity. The best thing to do is get your supervisor or security officer immediately. Protect your personal safety and the safety of your co-workers by intervening carefully and constructively.



Violence prevention

The most effective way to eliminate workplace violence is to prevent it. Here are four strategies for preventing violence, protecting workers and creating a peaceful work environment:

1. **Education.** Learn how to recognize, escape or diffuse potentially volatile situations to stay safe. Be informed, and attend trainings if they are available.
2. **Zero tolerance.** Encourage your employer to establish a zero-tolerance policy when it comes to violence and intimidation. The policy should be written, and all employees, customers, clients and consultants must adhere to it or face consequences.
3. **Reporting.** Employers should provide a safe and easy means for employees to report violence or threats of violence. Alert your supervisor or human resources personnel immediately if you feel a situation is escalating.
4. **Good judgment.** Employees should not enter anywhere they feel unsafe. Especially at night, it's good judgment to implement a "buddy system" or call for security to escort you.



If you or your employees are victims of workplace violence, seek counseling. Even witnesses to violence might need to reach out for help.

Check with Human Resources or call **855-Here4TN** (855-437-3486) for support.

United States Department of Labor. Workplace violence. Accessed February 3, 2023.

Centers for Disease Control and Prevention. Occupational Violence. Published August 31, 2022. Accessed February 3, 2023.

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Suicide prevention

About 12.2 million adults seriously think about suicide each year in the United States, and 1.2 million attempt it.¹ Every 11 minutes, someone in the U.S. dies by suicide.¹

If you or an employee is having thoughts of suicide or experiencing a mental health or substance use crisis, help is available 24 hours a day. Call or text **988** anytime for caring support from a trained crisis counselor through the 988 Suicide & Crisis Lifeline. Those three digits, **988**, could save someone's life.

Suicide can affect anyone. People of all ages consider or die by suicide, and it's the second-leading cause of death for people ages 10–14 and 25–34.¹ Rates of suicide are higher among veterans, LGBTQ+ individuals, people who live in rural areas, and people who work in jobs like mining and construction.¹

There are signs to watch for. If someone is at risk for suicide, they may:^{2,3}

- Talk about wanting to die or being a burden to others
- Start using more alcohol or drugs
- Sleep more or less than usual
- Withdraw
- Have extreme mood swings or act agitated
- Show rage or behave recklessly

There are ways to protect against suicide.

As communities and individuals, we can do some things to help protect against suicidal thoughts and behaviors, including:³

- Learning coping and problem-solving skills
- Staying connected to friends, family and community support
- Maintaining access to physical and mental health care
- Limiting access to lethal means

It's important to talk about suicide. Some people think talking about suicide will make it happen, but that's a myth. Talking about suicide — and mental health and substance use — can break down the stigma, and that can help people feel more comfortable reaching out for help when they need it.

Help is available. Call **988** to connect with the Suicide & Crisis Lifeline. The Lifeline offers free, confidential emotional support to people having thoughts of suicide or experiencing a mental health or substance use crisis. It's available 24/7. If you prefer, you can text **988** and you will be given a short survey so the crisis center can understand what you're going through, and then you'll be connected with a counselor.

If you're more comfortable using a chat feature, visit **988lifeline.org**. Similar to texting, you'll be given a short survey so the crisis center can understand what you're going through. You'll then be connected with a counselor.

If you or someone else is in immediate danger or has already caused self-harm, it's important to call 911 so help can be sent right away.

1. Centers for Disease Control and Prevention (CDC). Facts about suicide. [cdc.gov](https://www.cdc.gov/suicide/). Last reviewed April 6, 2022. April 25, 2024.

2. Substance Abuse and Mental Health Services Administration (SAMHSA). Preventing suicide. [samhsa.gov/suicide](https://www.samhsa.gov/suicide). April 24, 2024.

3. CDC. Risk and protective factors for suicide. [cdc.gov](https://www.cdc.gov/suicide/). April 25, 2024.

If you have thoughts of hurting yourself or others, or you know someone having those thoughts, seek help right away. If you or someone you know is in immediate danger, call 911 or go to the closest emergency room.

To reach a trained crisis counselor, call the 988 Suicide & Crisis Lifeline (previously known as the National Suicide Prevention Lifeline) at 988 or 1-800-273-TALK (1-800-273-8255). You may also text 988 or chat at 988lifeline.org. The Lifeline provides 24/7 free and confidential support.*

*The Lifeline provides live crisis center phone services in English and Spanish and uses Language Line Solutions to provide translation services in over 250 additional languages for people who call 988.

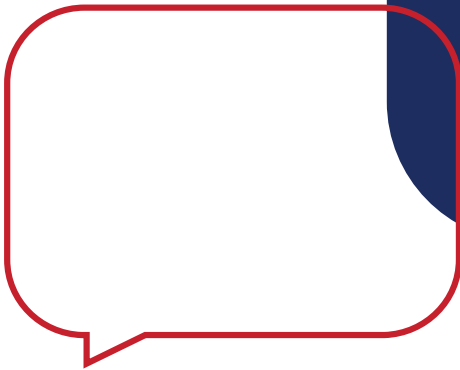


Help is available. Call or text **988**
anytime, day or night.

Be the best manager you can be

**Get support for yourself
and others.**

Call **855-Here4TN** (855-437-3486)
anytime or visit [**Here4TN.com**](https://www.here4tn.com)
for other helpful resources.





* This service is confidential in accordance with the law.

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This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

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