

# PERSONNEL MANAGEMENT BUREAU

## 7. Employee Assistance Program

### PERSONNEL MANAGEMENT BUREAU

Overview

Assignments  
Division

Recruitment,  
Counselling &  
Promotion  
Division

FSD Policy &  
Administration  
Division


Executive  
Pool/Heads of  
Mission Division

Services Centre

Employee  
Assistance  
Program



#### COUNSELLING SERVICES

#### Delivery Standard

<p><b>1. Provide assessment, short-term counselling, referral to community resources and follow-up services for Canada-based employees and LES and family members on personal and work-related problems</b></p>	<p>Same-day service or within 2 days. Emergency appointments accepted.</p> 
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#### EXECUTIVE COACHING & CONSULTATION

#### Delivery Standard

<p><b>1. Provide advice, consultation and coaching services to supervisors/managers on how to deal with difficult/troubled employees (such as employees whose personal problems are affecting work performance) and/or difficult situations (such as reorganizations, UCS implementation)</b></p>	<p>Same day service or within 2 days</p> 
<p><b>2. Offer one-on-one coaching for managers/supervisors in HR management skills</b></p>	<p>Same day service or within 2 days</p> 
<p><b>3. Assist managers/supervisors with team-building by looking at their practices and processes, removing barriers to service delivery, and conflict resolution</b></p>	<p>Same day service or within 2 days for initial consultation Timing to be determined for implementation of activities</p> 