

Trends/Highlights (continued)

- The percentage of referrals by managers has increased (from 1.6 to 4.3 percent). This means that supervisors/managers are intervening more often in situations where employees are underperforming. We can also assume from this that employees who need counselling the most (those who are experiencing more serious personal problems) are being encouraged to use our services. Indeed, past experience has demonstrated that those who need help the most, often do not self refer. Also, it may be that supervisors/managers are more familiar with our services and are less hesitant to recommend them to their employees.
- The percentage of clients in the management category using our services for counselling purposes has more than doubled this year, going from 2.3 percent (last year) to 4.7 percent (this year). The fact that senior managers are increasingly using our services for themselves is a sign of the credibility of our program. Indeed, in most organizations, senior managers use EAP services less frequently than other occupational categories. As a matter of fact, senior management utilization is often used as a performance indicator to evaluate the degree of integration of the EAP in a given organization. In the Department during 1996-97, the occupational category profile of our clients is more proportional to the departmental representation than in previous years.
- The percentage of employees from missions who have used our services this year (24.9 percent) is about the same as last year (24.7 percent).
- The percentage of work related problems has increased, from 29.8 percent last year to 42 percent this year. The percentage of clients who have used our services for alleged harassment problems has more than doubled compared to last year (from 2.1 to 5 percent). This is perhaps more a result of a greater awareness of what constitutes harassment and of a greater openness to talk about it, rather than an actual increase in the number of people experiencing harassment. As in previous years, the most common problems for which employees consult are family/marital difficulties (28.9 percent). In decreasing order, the next most common problems are job stress (20.6 percent), emotional/psychological difficulties (15.9 percent), career reorientation (9 percent), interpersonal problems in the workplace (7.4 percent), other (6.1 percent), harassment

Trends/Highlights (continued)

(5 percent), substance abuse (2.4 percent), health related (2.1 percent), financial (1.9 percent), and legal difficulties (0.7 percent).

This year, the computerization of our database makes it possible to divide the clients into subgroups and to compare the data. By comparing the profile of our clients at headquarters with the profile of our clients abroad, we can observe the following:

- The percentage of clients consulting for work related problems is higher abroad than at headquarters (54.9 and 38 percent for DFAIT; 64.3 and 28 percent for CIC). The percentage of clients consulting for interpersonal conflict in the workplace is higher abroad than at headquarters (24 and 13.5 percent for DFAIT; 22 and 0 percent¹ for CIC). These numbers probably reflect the fact that work and personal life abroad can be more difficult to separate, and that work can take a lot more room in one's life abroad than it does at headquarters. Also, in confined environments like many of our missions, interpersonal relationships gone wrong, can create more problems than in a larger environment like headquarters.
- In the 30-39 years old category, the percentage of employees abroad using our services is higher than the percentage (for the same age group) of employees at headquarters using our services (37.4 and 27.4 percent for DFAIT; 64.3 and 12 percent for CIC). Those using our services in that age group abroad are probably in their early thirties and on their first posting. Consequently, they would likely experience more stress related to adapting to a new country, a new lifestyle and a new job.
- In DFAIT, the percentage of clients in the management category using our services is higher abroad than at headquarters (8.8. and 2.7 percent). This is probably a result of the increasing awareness of, and confidence in, our services on the part of senior managers and more specifically Heads of Missions. There are also more referrals by managers abroad than at headquarters (8.8 and 3 percent). This could be another reflection of the fact that work related problems in general are more difficult to ignore at missions than at headquarters. This same trend was not observed at CIC¹.

¹ Numbers for CIC were very small so any observation must be interpreted with caution.