



## In workplace settings, it's important to approach behavioral changes in employees with care and professionalism.

- ❌ Not all signs of distress indicate substance use, and making assumptions can lead to misunderstandings or harm.
- ✅ Focus on observing consistent patterns over time and consider the broader context of the employee's behavior.
- ✅ Always prioritize empathy and seek guidance through appropriate channels when needed.



## What to Watch For: Signs an Employee May Be Struggling

- Unexplained absenteeism or tardiness
- Noticeable drop in productivity or engagement
- Behavioral changes—withdrawal, mood swings, or isolation
- Physical signs—disheveled appearance, glassy eyes, or unusual fatigue
- Overuse of scent-masking products like breath mints or perfume
- Unsteady gait or slurred speech

**TIP:** *Don't jump to conclusions if you notice concerning behaviors. Observe patterns with objectivity and compassion. Changes may stem from a variety of personal or professional challenges. When in doubt, seek guidance through appropriate professional channels.*



## Initiating the Conversation

- Plan a private setting with enough time for discussion
- Lead with empathy: "We've noticed you might be having a tough time—we're here to help."
- Reference the job impact: Point to specific workplace-related behavior rather than personal judgment
- Offer support options instead of disciplinary threats
- Normalize the use of support services



## Encourage Employees to Utilize EAP Services Available

- Emphasize that EAP is completely confidential and available 24/7
- Educate on services available through National EAP
- Short-term counseling with Licensed Counselors
- Resources, referrals, & treatment navigation
- Tailored recovery planning and emotional support



## Utilize Our Enhanced Management Referral Program

- Formally refer an Employee/Member to National EAP for work related issues or policy violations
- Supports care continuity while respecting privacy
- Helps HR teams track compliance and offer wraparound care
- Access our Enhanced Management Referral form and FAQ [here](#)



## Substance Abuse & Mental Health Prevention & Awareness Trainings

- Deliver meaningful education that fosters a safer, stigma-free workplace.
- Access our full Training Catalog [here](#)
- Formats Available:
  - Live virtual or on-site sessions
  - All-staff awareness or manager-specific intensives
  - Custom-tailored programs by industry or team size



## Schedule a Free HR Consultation Today!

Whether you're proactively preparing for workplace challenges, navigating a current situation, or mapping out a recovery plan, our team is here to help. As an HR client, you'll receive unlimited access to expert HR and management consultations—tailored solutions designed to meet your organization's unique needs.

***Let us support you every step of the way!***