

EMPLOYEE TURNAROUND INTERVENTION



An **Enhanced Management Referral (EMR)** to National EAP (NEAP) is a powerful catalyst for positive change in an employee's life and workplace performance.

EMRs are designed to help employees:

- Gain insight into problematic or offending behaviors
- Acknowledge needed changes and take accountability
- Engage in self-reflection, resolution, and growth
- Refocus on success and long-term potential in the workplace

Our skilled counselors motivate engagement and help employees embrace the referral as an opportunity to evolve—rather than a setback.

A Structured, Outcome-Driven Process

National EAP delivers a comprehensive, multi-step, one-on-one intervention that includes:

- Initial employee assessment
- Ongoing EAP counseling
- Community-based referrals, when appropriate
- Active monitoring and follow-up

With employee consent, organizations receive bi-weekly reports that document attendance, compliance, and progress toward identified goals

When implemented at the right time, an administrative referral can:

- Restore calm and stability in the workplace
- Reduce unnecessary turnover
- Avoid disability claims
- Help protect the organization from potential liability

Reasons for an EMR can include:

- Declining performance
- Disruptive management
- Policy violations
- Excessive absenteeism
- Substance abuse
- Workplace conflict
- Racial or religious bias
- Sexual harassment



90%

Success rate after an administrative referral is complete

NEAP | NATIONAL EAP

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Creating a Roadmap for Success

Unlike EAPs that only confirm participation, NEAP is committed to driving outcomes through a true partnership model.

Our approach includes:

- Ongoing, HIPAA-compliant communication that protects employee privacy
- Confirmation of attendance, compliance, and progress (with consent)
- Close collaboration to ensure measurable improvement over time

We also support your internal teams by providing:

- Coaching and guidance for HR leaders on addressing specific challenges
- Best practices for navigating difficult conversations
- Strategic insight into employee turnaround interventions

We Go the Extra Mile

National EAP's enhanced referral process is built on collaboration, accountability, and trust.

Key elements include:

- A continuous communication loop among HR, National EAP, and the employee
- Transparent progress tracking while remaining fully HIPAA compliant
- A refined, proactive approach adjusted over time for optimal results

Replacing otherwise good employees is costly—and often unnecessary. A targeted employee turnaround intervention is a proven, cost-effective way to retain talent while addressing performance issues constructively.

**Contact Us Today to Set Up an
Enhanced Management Referral**
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