

EMPLOYEE ASSISTANCE OFFICE (EAO)

Annual Report Fiscal Year 2013-2014

The University of Wisconsin established the Employee Assistance Office (EAO) to assist faculty and staff with maintaining and enhancing both their professional and personal lives. We offer services to promote respectful and productive work environments as well as emotional well-being.

Activity

- Total number of new individual cases opened – 209
- Total number of individual follow-up contacts – 273
- Total Supervisory/Management Contacts – New 34, Follow-up 10
- Total number of Telephone Consults – Employee 81, Supervisor 90
- Total number of HR consults – Phone 78, Meeting 20
- Total number of groups – 58
- Number of group participants – 570

Demographics.

Breakdown:

- 40% Academic Staff
- 10% Faculty
- 43% Classified Staff
- 3% Project/LTE
- 2% Limited Appointee
- 2% Family Member

General Concerns

Job-related stress – 31%
Psychological/emotional – 30%
Conflict in the work place – 27%
Occupational/career-related concerns – 12%

Specific Examples of Concerns

Bullying, Marital/Relationship, Housing, Grief/Loss, Workplace Climate

EAO Presentations/Groups

EAO staff delivered 46 presentations on various topics to 1,059 attendees.

Topics:

- Carefrontation
- Responding to Challenging Customers
- Building an Effective Team
- Fostering a Positive Work Environment
- Strategies for Managing Difficult Personalities in the Workplace
- Coaching for Difficult Conversations
- Disruptive Behavior in the Workplace
- EAO staff also facilitated grief sessions

Specific Committee Involvement

- Bullying Committee (training subcommittee for bullying)
 - Anti-Bullying Curriculum (training subcommittee for Ad Hoc committee)