



## EMPLOYEE ASSISTANCE OFFICE (EAO)

### Annual Report

### Fiscal Year 2015-2016

The UW-Madison Employee Assistance Office (EAO) helps faculty and staff maintain and enhance their professional and personal lives by providing counseling and consultation. The EAO is staffed by licensed professional counselors who give timely assistance with personal or work related concerns in order to contribute to the overall performance and well-being of the employee.

#### Activities

- Total number of new individual cases opened – 281
- Total number of individual follow-ups – 302
- Total number of individual return cases – 64
- Total supervisory/management consultations – new 36, follow-up 42
- Total number of telephone consultations – employee 73, supervisor 96
- Total number of human resource consultations – phone 65, meeting 31
- Total number of groups in conflict – 34
- Number of group participants – 300

#### Client evaluation data

- Average client satisfaction score – 4.5 (scale 1 to 5)
- Average satisfaction score from attendees at EAO presentations – 4.68 (scale 1 to 5)

#### Client demographics

- 39% Academic Staff
- 39% University Staff
- 12% Faculty
- 3% Temporary Employee
- 4% Limited Appointee
- 3% family member

#### Top four concerns

- Job-related stress – 13%
- Psychological/emotional – 11%
- Occupational/Career-related – 11%
- Marital/relationship – 10%

**Specific examples of concerns** – bullying, caregiving, alcohol abuse, aging parent, marital/relationships, communication, discipline, and workplace climate

**EAO presentations** – EAO staff delivered 71 presentations on various topics to 1,822 attendees. EAO staff also facilitated grief sessions. Presentation topics:

- Respect in the Workplace
- Stress Management
- Enhancing Well-Being with Greater Self-Knowledge
- Fostering a Positive Work Environment
- Leadership and Management
- Conflict Resolution
- Coaching for Difficult Conversations

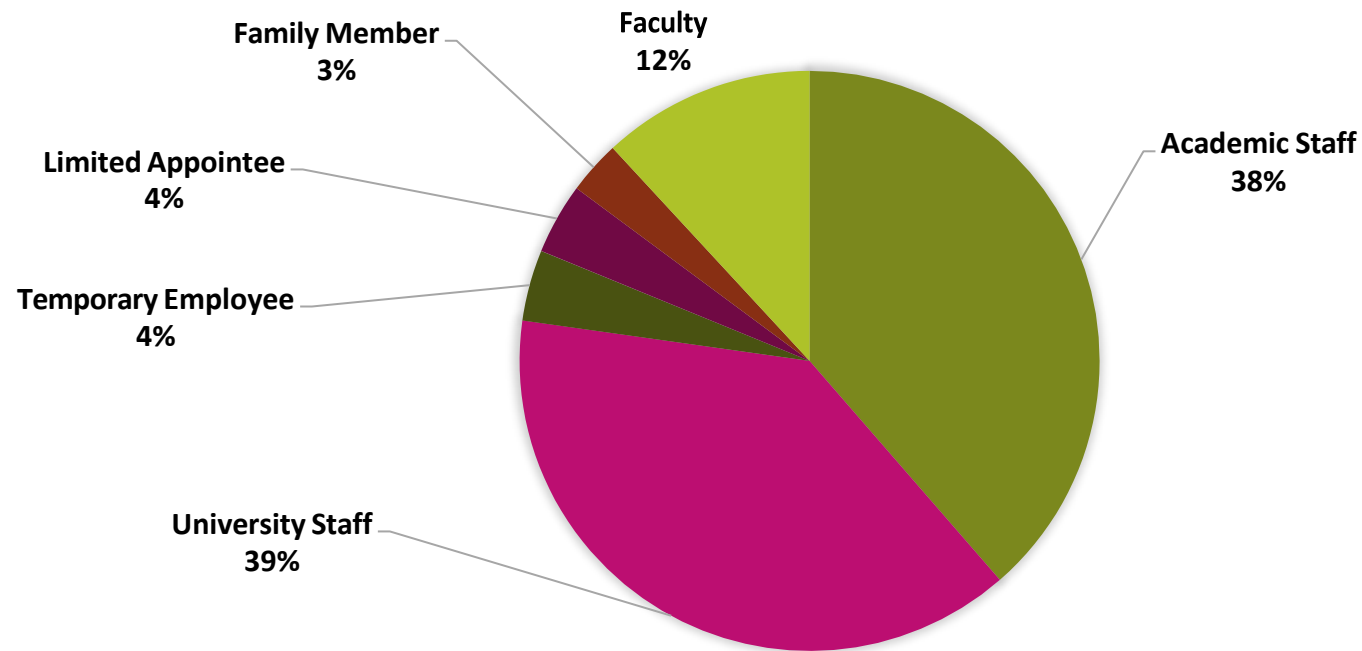
#### EAO staff committee involvement

- Chancellor's Advisory Group on Alcohol and Other Drugs
- UWell - University Wellness Committee
- OHR/EID Committee

# UW-Madison Employee Assistance Office Utilization Report

July 2015-June 2016

## POSITIONS



### Personal Issues

	#	%
Psychological / Emotional	73	11%
Marital/Relationship	68	10%
Depression	51	7%
Grief / Loss	39	6%
Health Issues	34	5%
Parenting	27	4%
Financial	22	3%
Alcohol/Drug Use Self/Family	21	3%
Legal	10	1%

### Work-related Issues

	#	%
Job-related / Stress	88	13%
Occupational / Career-related	78	11%
Conflict in the Workplace	48	7%
Employee's Performance	41	6%
Complaints About Employee	32	5%
Emotional Concerns at Work	25	4%
Substance Abuse at Work	8	1%
Employee's Attendance	4	1%
Other	14	2%

**Total 683**

