



EMPLOYEE ASSISTANCE OFFICE (EAO)

Annual Report Fiscal Year 2016-2017

The UW-Madison Employee Assistance Office 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 – 312
- Total number of individual follow-ups – 233
- Total supervisory/management consultations – new 48, follow-up 18
- Total number of telephone consultations – employee 40, supervisor 53
- Total number of human resource consultations – phone 52, meeting 29
- Total number of groups in conflict – 41
- Number of group participants – 269
- Number of grief group sessions – 9

Client evaluation data

- Average client satisfaction score – 4.6 (scale 1 to 5)
- Average satisfaction score from attendees at EAO presentations – 4.6 (scale 1 to 5)

Client demographics

- 41% Academic Staff
- 40% University Staff
- 6% Faculty
- 5% Limited Appointee

Reason for contact

- Work-related – 39%
- Personal – 39%
- Management Consultation – 18%
- Group Consultation – 4%

Specific examples of concerns – anxiety, employee-employee conflict, family/parenting, depression, stress, partner/relationship, employee-supervisor conflict, performance, hostile intimidating behavior, alcohol/drugs, financial, anger, grief

EAO presentations – EAO staff delivered 56 presentations on various topics to 2,126 attendees. Presentation topics:

- Respect in the Workplace
- Stress Management
- QPR – Suicide Prevention
- Fostering a Positive Work Environment
- Leadership and Management
- Self-Care Strategies
- Coaching for Difficult Conversations

EAO staff committee involvement

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