
Employee Assistance Office (EAO) Annual Report for Fiscal Year 2015-2016**Ombuds Annual Report for Fiscal Year 2015-2016 (see page 2)**

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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 – 29%
- Marital/relationship – 22%
- Psychological/emotional – 24%
- Conflict in the workplace –25%

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

(continued)

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

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It was a busy year for the Ombuds Office. We experienced a 90.4% increase in visitor contacts from academic year 2014-15. Academic Staff continue to use our services at a rate higher than their proportion in the university’s workforce. It appears that we continue to underserve University Staff who make up 14% of our visitors, but approximately 28% of the total workforce. We plan to address this issue with special outreach efforts in the coming year.

The most common concerns brought to the office by visitors (52% of all cases) involved “evaluative relationships” – e.g., supervisor-employee. “Peer and colleague relationships” (18%) and “career progression and development” (12%) ranked second and third.

We continued to pay close attention to visitor concerns related to hostile and intimidating behavior, which was identified as a factor in 16% of all cases. In addition, we monitor the impact on employees from the university’s human resources re-design implementation, the ongoing budget reductions and changes to the Fair Labor Standards Act.

We are convinced that the Ombuds Office is providing a valuable service to the university and all of its employees.

The Ombuds Team

Dale Burke
Jo Ann Carr
John Dowling
Rosa Garner
Charles Snowdon