



## Emotional Wellbeing Workplace Solutions

Management Consultations, Critical Incident Response Services and Training

### A leader in global workplace solutions

We provide a seamless customer experience while demonstrating cultural proficiency in the countries we serve.

Employees and managers can access these services independently, or integrated as part of a more comprehensive plan to support your workplace goals.

### Wide range of services

Our Management Consultants are masters level licensed mental health clinicians with specialized training in workplace dynamics and support. Our suite of services can help restore balance, promote resiliency and optimize performance. Services include:

- Management Consultations and Referrals
- Critical Incident Response Services (CIRS)
- Training

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**For more information, contact us at:**

#### **Management Consultations**

[Request form](#)

[liveandworkwell.com](https://liveandworkwell.com)

#### **Training**

[Training catalog](#)

[Request form](#)

[CustomerTraining@optum.com](mailto:CustomerTraining@optum.com)

#### **Critical Incident Response**

[Request form](#)

## Management Consultations

Our Management Consultants work collaboratively with leaders at all levels of your company. We provide support to help guide you through employee challenges and establish an appropriate action plan.



Management Consultations are part of your Optum Emotional Wellbeing Solutions. This benefit provides support for those in leadership positions including:

- Human Resource Professionals
- Managers/Supervisors
- Occupational Health Professionals
- Executive Management



Management Consultants provide support across a spectrum of needs, including but not limited to:

- Creating a motivating environment for employees and preventing burnout
- Enhancing workplace communication
- Promoting teamwork
- Optimizing performance
- Navigating workplace changes
- Leading in times of social unrest
- Managing workplace behaviors
- Dealing with conflict
- Recognizing substance abuse in the workplace
- Responding to threat of violence



# Management Referrals

## How they can help



Provide the employee an opportunity to address workplace concerns assisting the employee to return to normal, productive functioning

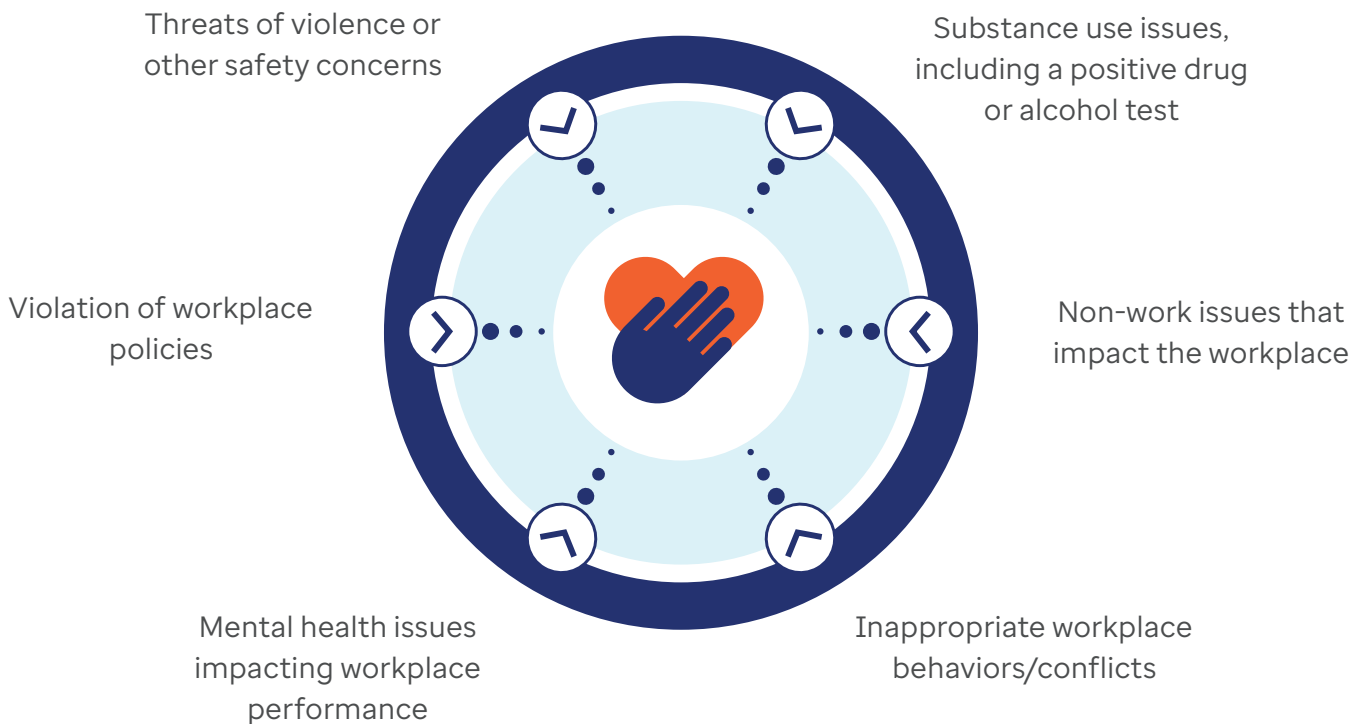


Give the company an opportunity to support the employee across a spectrum of needs through a structured and confidential\* process



Offer a collaborative consultation with leaders to develop a plan of action to assist their employees, identify resources, and provide ongoing support and feedback

## Common referral reasons



# Critical Incident Response Services (CIRS)



## Goals of CIRS

- Help employees cope with their response to disruptive events
- Promote workplace resiliency



## Disruptive events

- Isolated incidents impacting the workplace, such as natural disasters, workplace accidents, illness and death
- Workplace trauma such as workplace violence, shooting, and robbery
- Changes such as workforce reduction or restructuring
- Chronic stressors such as racial trauma, political stress and civil unrest



## Structure

- Voluntary and confidential\*
- Disruptive event support utilizing psychological first aid led by trained mental health clinicians
- Normalizes common reactions to abnormal stressors
- Offers psychoeducation regarding stress management, coping skills, resiliency and establishes a sense of order and next steps
- Helps minimize distress and maximize resiliency
- Management consultations
- Provider-led group debriefings, individual support sessions or a combination of both – offered virtually or in person



Today's ever-changing workplace environment can pose unique opportunities and challenges. The Optum CIRS team is dedicated to prioritizing the safety and well-being of our customers through swift coordinated response to disruptive events impacting the workplace.

## Training programs for a productive, resilient workforce



### Most requested topic areas:

- Stress management/life balance
- Personal wellness
- Workplace performance
- Personal/professional development
- Mental Health First Aid (MHFA)



### Addressing workplace challenges in health, performance and talent development

- A global network of experienced training professionals
- Adult learning strategies, including both individual and group exercises
- Training Coordinators available to consult on your course selection, priorities and needs
- Trainings can be in person or virtual



# Optum

\*Confidential in accordance with applicable law.

Optum Emotional Wellbeing Solutions is known as Employee Assistance Program (EAP) in California.

**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

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