

# EAPINSTITUT

*We care for employees*

Dr. Cornelia Martens CEO

## What does EAP stand for?

**E** Employee

**A** Assistance

**P** Program

In German:

„Mitarbeiter-Unterstützungs-Programm“



## We care for employees!

### Our counselling is:

- anonymous
- free of charge
- available 24/7
- **Preventive:** Support via coaching and consultancy BEFORE overload occurs
- **In acute cases:** when stress is already noticeable

### We are here for YOU!

## Who can make use of EAP?

All employees from ISTA and all relatives living in the same household & first degree relatives.

## How often can EAP be used?

Per issue you can consume 5 sessions.

## Who we are...

Consultancy is provided by professionals with many years of experience.

We are:

- ✓ **Psychosocial counsellors**
- ✓ **Psychologists or health psychologists**
- ✓ **Psychotherapists**
- ✓ **Psychological advisors (LSB – “Lebens- und Sozialberater”)**
- ✓ **Mediators**

## The human touch...

A respectful conversation always helps, regardless of whether the topic is a small challenge in a professional or private matter, or a serious crisis.

### What do you get?

- Face-to-face or online advise (in German and English, other languages on demand)
- Telephone counselling and crisis hotline
- Counselling via chat (EAP-app)

## Life is varied ...

... and so are the concerns that people bring to us...

### Private topics

- Family and partnership
- Marriage
- Life Balance
- Educational topics
- Parenting problems
- Self-management
- Family stress

### Professional topics

- Conflicts at work
- Challenging situations with colleagues and employees
- Professional re-orientation
- Life-work-balance
- Burn-out

### ISTA Occupational Psychologists:

Available for professional topics (on ISTA campus or online)

## Supervisor support

**Available for supervisors, work council members, and all key persons who are involved in the occupational health management.**

- Leadership tasks and responsibilities
- Difficult conversations
- Appraisal interviews
- Dealing with employees who feel stressed
- My own leadership
- Professional development



## Family support

- Counselling on school topics, parenting, education and other related topics
- Advice on childcare facilities and schooling
- Assistance with the organization of crèche places, kindergarten places, day-care centers, nannies
- Research of special offers for children on holiday, such as summer camps
- Coaching on work-life balance and family
- Advice on maternity leave and re-entry advice after maternity leave

# COVID 19 pandemic – crisis support

## Current issues:

- Remote work
- Distance learning
- Life balance
- Setting boundaries
- Create daily-routines
- Multiple stress
- Family conflicts
- Challenging situations with children, partners, parents
- Keep in motion
- Online meetings
- Keep contact with the work place
- Worries about future
- Information about COVID 19

# FAQs

... a few of the frequently asked questions...

## Is the EAP-service really free of charge for employees?

- All services that you use under the EAP are free of charge for **employees and relatives**. Your employer has already paid for you!

## Is the EAP really confidential? Does the employer find out that a consultancy has been used?

- The consultations are **100% confidential** and, if desired, **anonymous**. We will not inform ISTA who contacted us.

## How often can I use consultations and how does it work?

- Per issue you can use 5 sessions, so you can take advantage of the service several times a year (with different topics). One consultation takes 50 minutes.
- If you need consultation you contact us (by phone, email or chat), we will find the right available counsellor for you, and this person then calls you back and makes the appointment directly with you.

## What happens when the 5 consultations are finished but my problems still persist?

- We offer short-term counselling only. In case long-term counselling or therapy is required our EAP-consultant can help you to find suitable experts within the health system and assists you to organize further steps – from inquiry to the appointment.

## ... you can reach us:

### We are looking forward to hear from you:

- Landline: 02252 820023
- Crisis hotline: 0800 202 506 (0-24 Uhr)
- E-Mail: [info@eap-institut.at](mailto:info@eap-institut.at)
- Chat: via „EAP-Institut App“  
(free of charge in Play Store or App Store)  
Username: IST  
Password: IST2009!



... you can use EAP as of today!



Your Team of the „EAP-Institut“

Süchte Teamkonflikte Konflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out Finanzielle Sorgen Ängste Leistungsdruck

**Sorgen mit Kindern** Erziehungsberatung Krankheit Paarberatung Partnerschaftsprobleme Überbelastung privat Süchte Teamkonflikte Konflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out Finanzielle Sorgen Ängste Leistungsdruck Sorgen mit Kindern Erziehungsberatung Krankheit Paarberatung Partnerschaftsprobleme Überbelastung privat Süchte Teamkonflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out Finanzielle Sorgen Ängste Leistungsdruck Sorgen mit Kindern Erziehungsberatung Krankheit Paarberatung Partnerschaftsprobleme Überbelastung privat Süchte Teamkonflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out Finanzielle Sorgen Ängste Leistungsdruck Sorgen mit Kindern Erziehungsberatung Krankheit Paarberatung Partnerschaftsprobleme Überbelastung privat Süchte Teamkonflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out

**Teamkonflikte** Konflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out Finanzielle Sorgen Ängste Leistungsdruck Sorgen mit Kindern Erziehungsberatung Krankheit Paarberatung Partnerschaftsprobleme Überbelastung privat Süchte Teamkonflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out

**Burn out** Überbelastung beruflich Burn out Finanzielle Sorgen Ängste Leistungsdruck Sorgen mit Kindern Erziehungsberatung Krankheit Paarberatung Partnerschaftsprobleme Überbelastung privat Süchte Teamkonflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out

**Ängste** Leistungsdruck Sorgen mit Kindern Erziehungsberatung Krankheit Paarberatung Partnerschaftsprobleme Überbelastung privat Süchte Teamkonflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out Finanzielle Sorgen Ängste Leistungsdruck Sorgen mit Kindern Erziehungsberatung Krankheit Paarberatung Partnerschaftsprobleme Überbelastung privat Süchte Teamkonflikte mit Kollegen Trauerfall Überbelastung beruflich Burn out

**Süchte** Teamkonflikte



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