

LifeMatters® Consultation Services

A Manager's Guide

What is LifeMatters?

LifeMatters provides employees and their families with expert assistance to address personal issues. Managers also have access to a consultation service that can assist with addressing employee performance and personal problems, team or work group conflicts, and workplace crises.

How can LifeMatters help managers?

LifeMatters provides professional consultants who will:

1. Help define the employee or workplace problem
2. Suggest options for how to address the difficulty
3. Assist with developing a plan of action
4. Refer you to other company and community resources
5. Provide ongoing coaching as needed

Who can use the consultation service?

- ▶ Supervisors and managers
- ▶ Human Resources staff
- ▶ Benefits personnel
- ▶ Company medical staff

How much does consultation cost?

Nothing. Your company provides this resource to assist you in your role. Your only investment is your time.

When is assistance available?

Anytime! Services are available 24/7/365.

How does it work?

- ▶ Call 1-800-634-6433 and ask to speak with a consultation specialist or counselor.
- ▶ Send an email to consultants@empathia.com. (Email is best used in non-emergency situations.)

Does LifeMatters interface with Human Resources?

LifeMatters works closely with your HR department to ensure that all recommendations conform to company policies and procedures. The consultation service is an adjunct to, not a replacement for, your HR department.


Reasons to Call LifeMatters for Consultation

- ▶ Confronting an employee about performance issues
- ▶ An employee's personal problem
- ▶ Suspected drug or alcohol use on the job
- ▶ Interpersonal conflicts between team members
- ▶ Establishing clear, attainable expectations for performance
- ▶ Addressing crisis situations, such as a violent incident, the death of an employee, or a natural disaster
- ▶ Your own personal concerns
- ▶ Any other work-related issue

LifeMatters offers professional management consultation when you need it, as often as you need it. Call or visit mylifematters.com — password **SMART2**.

Call the **LifeMatters®** Management Consultation Service toll-free anytime. **1-800-634-6433**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365
TDD and language translation services are available
Call collect to **262-574-2509** if outside of North America
Visit **LifeMatters®** online at mylifematters.com

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A Guide to LifeMatters® Services

When you or your family need useful ideas, helpful re-sources, or reliable professional care, LifeMatters is just a phone call away. Free, confidential LifeMatters services include:

Unlimited telephonic and six (6) counseling visits for:

- ▶ Stress, depression, and personal problems
- ▶ Balancing work and personal needs
- ▶ Family and relationship concerns
- ▶ Alcohol or drug dependency
- ▶ Workplace conflicts
- ▶ Any other issue of concern in your life

WorkLife Services:

- ▶ **Financial consultation** and resources to set up a budget, obtain and review credit report information, or assist with debt management and consolidation.
- ▶ **Legal consultation** with an attorney either over the phone or face-to-face for consumer law, traffic citations and fender benders, family law, or estate planning.

Online and assisted searches for:

- ▶ Child and elder care resources and guidance
- ▶ Adoption assistance
- ▶ Educational resources
- ▶ Personal security



- ▶ Online calculators for a variety of analytical questions and needs
- ▶ Home improvement
- ▶ Veterinarians, pet sitting, and obedience training

The program's user-friendly, confidential services are available to you and your eligible dependents 24 hours a day, every day of the year by calling:

1-800-634-6433

Toll-Free Throughout North America

Go to mylifematters.com on the Internet or your mobile device and enter the password to access resources, educational information, and self-service options.

Services provided directly by LifeMatters are free. If you are referred to outside resources, you will be advised about your costs, if any.

For more information, call LifeMatters at 1-800-634-6433 or visit mylifematters.com — password **SMART1**.

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Ten Reasons to Use LifeMatters®

- 1. Legal consultation.** Your neighbor tripped over a crack in your sidewalk and is now suing you. LifeMatters can connect you with an attorney for a free 30-minute consultation.
- 2. Debt management.** Your credit cards are maxed out and you don't know how you are going to pay your next electric bill. LifeMatters can connect you with a financial advisor.
- 3. Elder care resources.** You and your spouse are unable to provide your elderly father with the assistance he needs. LifeMatters can help you find resources.
- 4. Tobacco cessation assistance.** You've been a smoker for as long as you can remember and have tried to quit more times than you can count. LifeMatters provides a tobacco cessation program that includes telephonic counseling to help you succeed where other methods have failed.
- 5. Facing your fears.** You are terrified of flying and need to go on a business trip. You don't want your boss to know about your fear, but the idea of stepping on a plane makes you panic. LifeMatters can give you the tools you need to face your fears.
- 6. Information on colleges and universities.** Your daughter is beginning her search for her dream university and is overwhelmed by all the options. LifeMatters


offers services that can help you find the school that best meets her needs.

- 7. Credit report review.** You and your spouse want to buy a house, but you aren't sure whether your credit is good enough to secure a loan. LifeMatters can help you review your credit report and discuss options.
- 8. Stress management techniques.** You are feeling overwhelmed and having difficulty sleeping. You feel like there is no one you can count on and no one who will listen to you. LifeMatters offers support and encouragement 24/7/365. Someone is always here, even in the middle of the night when you can't sleep.
- 9. Information and self-assessments.** You want to learn more about drug and alcohol abuse and whether or not you have a problem, but you aren't ready to talk to someone about it yet. The LifeMatters website provides educational articles on these and other topics, as well as self-assessments to help you determine if you need to seek help for substance abuse.
- 10. Parenting tips.** You have a teenage son who stays out all night, doesn't do his homework, and becomes confrontational when you try to discipline him. You're at the end of your rope. LifeMatters can help by listening to your concerns and provide assistance with establishing appropriate boundaries.

No matter what your concern, LifeMatters is available to help. It is free and confidential, and you can even remain anonymous. To access LifeMatters services, call 1-800-634-6433 or visit mylifematters.com.

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