



NEW DIRECTIONS®

**Life happens.  
We're here for you.**

Meet your  
Employee Assistance Program (EAP)

**1-800-624-5544**

<https://eap.ndbh.com>



Company Code: **omag**



# **We're here to answer all your questions about the EAP.**

**What is it?**

**Why would I use it?**

**What's included?**

**How do I access?**

# Why you might use the EAP.

“Everyone at home just seems to be struggling with something!”

“My child has anxiety and is not doing well in school. I don’t know what to do.”

“Work is really stressful.”

“My sister has moved in with us, and its not working out. Things are really rough.”

“I was in a car accident and I really want to talk to a lawyer.”

“I can’t find a daycare to take care of my child.”

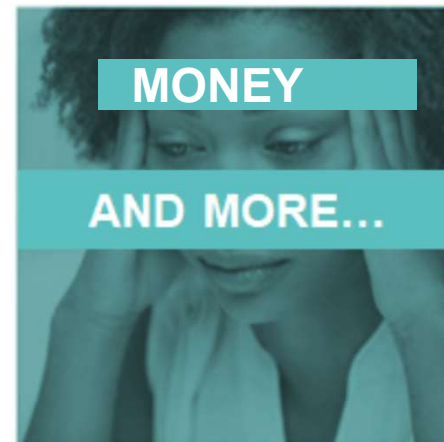
“I have been getting calls from bill collectors. It’s so overwhelming!”



## With the Employee Assistance Program (EAP) you get:

- Up to 6 counseling sessions per life topic/issue per year at no cost.
- Individual, couples and family sessions
- Counseling for you and anyone in your household (related or not!) and dependents up to age 26 not in your home.

# Common reasons people seek counseling



# Modalities of Counseling



**In-the-Moment**



**Face-to-Face**



**Telephonic**



**Online**

TALK TO A THERAPIST ON YOUR TIME WITH  
**ONLINE  
THERAPY**

NEW DIRECTIONS® | betterhelp  
www.BetterHelp.com/NewDirections



## Complete registration and get matched with a therapist

*Therapist match could take up to 24-48 hours*

You must  
be 18 years  
or older

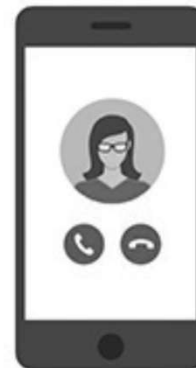
## Download app and start therapy



Message



Chat



Phone



Video

Company code: **omag**

A man in a checkered shirt is covering his face with his hands, appearing distressed or overwhelmed. He is surrounded by several people whose hands are visible, holding documents, a smartphone, and a laptop, suggesting a busy, high-pressure work environment. The entire image has a light blue overlay.

**EAP is way  
more than  
counseling**



# Financial & Legal support

**30-minute free consultation\***,  
calculators, documents & more

\*per issue per year

**Credit counseling**

**Divorce and child support  
questions**

**Tax planning**

**Retirement and college planning**

**Budget assistance**

**Estate planning**

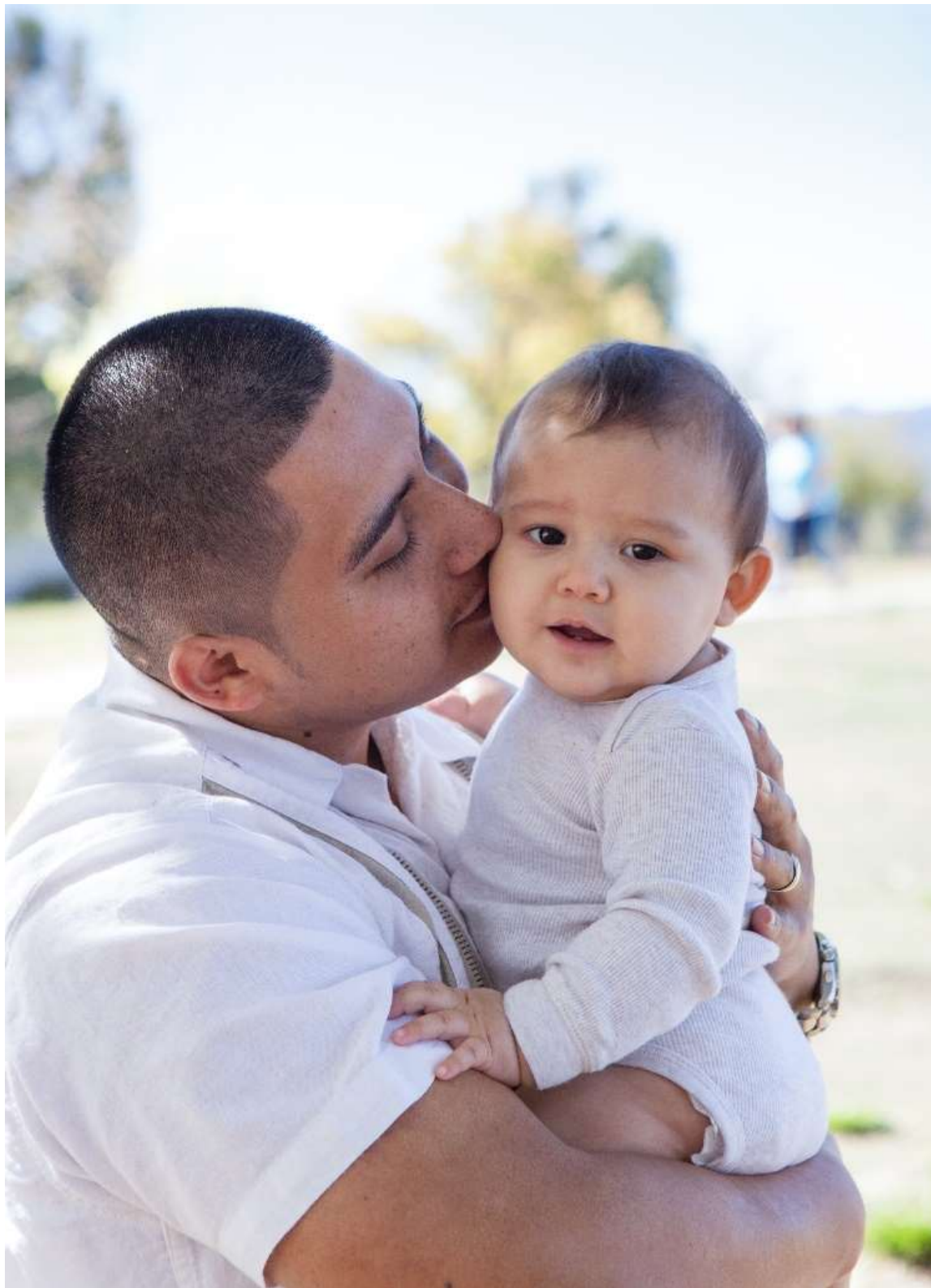
**Collections**

**Bankruptcy**

**Contractual disputes**







# Work/Life

Your personal assistant.

Chat with a specialist or receive local resource referrals for:

**Adoption**

**Elder, Adult & child-care**

**Education**

**Health & Wellness**

**Travel**

**Home repairs/contractors**

**Summer camps**



# Coaching

6 sessions available!

**Specialized support & advice**

Improve and work to improve your:

**Health**

**Wellness**

**Lifestyle**

**Performance**

# Supplement counseling with **myStrength** interactive self-care programs

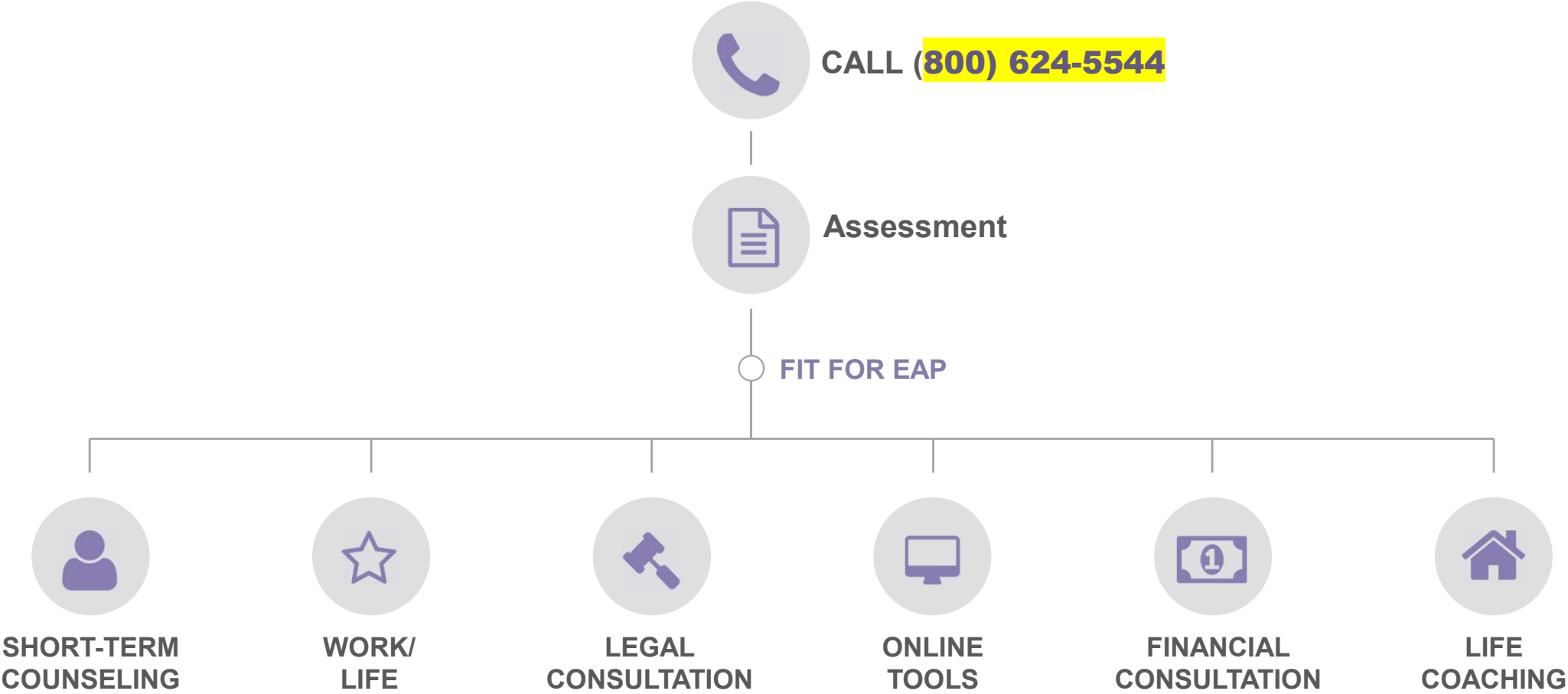
## Online self-management for:

Depression  
Anxiety  
Stress  
Insomnia  
Chronic Pain  
SUD  
Nicotine Recovery  
Opioid/MAT  
Balancing Emotions  
Mindfulness  
Pregnancy & Early Parenting  
Trauma & PTSD

<https://mystrength.com/r/omag>



# Don't overthink it. Just call if you'd like.



EMPLOYEE ASSISTANCE PROGRAM (EAP)

We're here to help.

Enter your company code. >

Don't know your company code? [Click here.](#)

All of this is online!

<https://eap.ndbh.com>

 NEW DIRECTIONS®

MANAGEMENT LOGIN >

# Live Webinar Calendar

**FOR ALL EMPLOYEES | 2024** Sessions at 12 – 1 p.m. & 3 – 4 p.m. ET

## **Boosting Your Brain Power** 1/17/24

The brain, like the rest of the body, improves with exercise. Learn simple strategies and techniques for boosting your brain power!

## **Navigating Challenging Workplace Conversations**

2/21/24

Maintaining professionalism is of the utmost importance in the workplace. However when conversations get tough and emotions run high, that can be easier said than done. In this session we will review some techniques to navigate tough conversations while keeping your workplace relationships intact.

## **Emotional Intelligence in Customer Service** 3/20/24

Customer service roles are often some of the most emotionally taxing positions in an organization, especially when dealing with emotional customers. In this session learn how emotional intelligence can help you to manage stressful interactions for better outcomes.

## **Parenting Tips for Blended Families** 4/17/24

Parenting is one of the greatest challenges most people will face in their lives. Creating and parenting in a blended family can be even more stressful. In this session we will review some of the common challenges that come with blending families and review some tips to overcome them.

## **Managing Stress** 5/22/24

In manageable quantities stress can be beneficial, however too much stress can be detrimental to our health and well being. In this session we will identify symptoms of stress and learn strategies to minimize it.

## **Managing Up** 6/19/24

All of us, at some point in our working lives, must manage a boss—and when we do it well, our working hours become less stressful and more productive. This workshop explores some common roadblocks and potential pitfalls to avoid. Participants will also learn practical techniques that will increase their effectiveness in managing up.

## **Learning about Headaches** 7/17/24

If you or a family member is a headache sufferer, you know how headaches can disrupt your work and life. In this session we will provide you with an overview of headache types, what causes them and helpful ways to prevent and eliminate them.

## **Presentation Skills Tool Kit** 8/21/24

Many folks are terrified of speaking in front of others, especially in high-impact situations, but by learning a few simple techniques it can become a pleasant, confidence-building endeavor. Join us to learn simple strategies for great presentations.

## **Suicide Awareness** 9/18/24

Suicide is a serious public health issue that affects people of all ages and from all walks of life. Learn how to identify early warning signs of suicide and support those who are at risk.

## **Finding Motivation** 10/16/24

Knowing you need to do something and doing it are often two very different things. In this session we will review motivation and how to generate it for yourself.

## **How Highly Successful People Overcome Self-Doubt** 11/13/24

No matter how successful we may be, or how confident we may appear, most of us find that self-doubt and vulnerability may creep in at times. Join us to learn how to overcome self-doubt. We will discuss the importance of becoming comfortable with and sharing your own vulnerability and will reflect upon the teachings of Brene Brown.

## **Dealing with Challenging People** 12/11/24

Everyone can be difficult at times, but we all know those people who specialize in being challenging. In this session we will discuss how one can best manage their own reaction to negative behaviors and tactics for turning a negative relationship into a more productive, positive one.

### Leading Employees through Change

1/24/24

Change is inevitable in all organizations. Employees will handle change differently and rely on their leader to guide them through the process. Learn how to effectively support your team as they adjust.

### Identifying and Addressing Employee Turnover

2/28/24

Quiet quitting and labor shortages have many leaders assessing turnover rates and retention strategies, but how does one know if their attrition rate is high? In this session we will learn how to calculate turnover, understand it in context to your industry and geographic locale, and learn strategies for retention.

### Leading Impactful and Collaborative One-on-Ones

3/27/24

One-on-ones are recurring meetings between a manager and their direct reports. A vital part of the continuous feedback model, one-on-ones can drive workplace communication and connection, but often leaders put them off or use them inappropriately. In this session we will discuss strategies for impactful, collaborative one-on-ones.

### Establishing Attainable SMART Goals

4/24/24

Goal setting is one of the most basic and essential skills someone can develop. We will define SMART goals and discuss the SMART goal strategy. We will also touch on goal characteristics, time management, making a to-do list and managing setbacks. This workshop will provide the knowledge and skills for participants and their teams to complete more tasks.

### Supporting Employee Well-being

5/29/24

Positive employee well-being improves the overall health of a business. In this session learn how to support employee well-being for improved employee engagement and retention.

### Leading Efficient and Productive Meetings

6/26/24

One of the most common frustrations in the new paradigm of work is too many meetings! In this session, we will identify the barriers to effective meetings, and we will explore constructive and methods for running efficient meetings and driving successful outcomes.

### Essential Leadership Skills

7/24/24

Become a more versatile and skilled leader by connecting with the fundamentals of powerful leadership. Assess your current strengths and challenges with the goal of enhancing your skillset.

### Behavioral Interviewing Skill-Builder

8/28/24

In this session, we will explore great “icebreakers” for interviewers. We will work extensively with the technique of behavioral interviewing to enable a manager to elicit characteristics in applicants that would make them a good match for the position and the culture.

### Preventing Employee Burnout

9/25/24

Employee burnout is one of the main causes of employee turnover and declining productivity. In this session learn how as a manager you can better support your employees to prevent burnout.

### Supporting and Empowering Employees with ADHD in the Workplace

10/23/24

Adults with ADHD tend to be bright and creative and can have very successful careers. However, they may have a variety of challenges, such as poor communication skills, distractibility, having difficulty with timeliness and follow-through. Join us to discuss strategies to help employees with ADHD thrive at work.

### Managing Virtual and Hybrid Employees

11/20/24

The first step in managing a virtual or hybrid work team is understanding your individual leadership style. In this session, we will assist participants in understanding their leadership style through an engaging assessment tool.

### Keep it Short and Sweet – The Power of Succinct Communication

12/18/24

Do meetings always run over because participants take 20 minutes to explain something that should only take a few minutes? Join us as we explore the principles and strategies represented in the book “Smart Brevity” by Jim VandeHei, Mike Allen and Roy Schwartz to help to communicate briefly and effectively.

## How to sign up

1. Visit [eap.ndbh.com](http://eap.ndbh.com)
2. Enter your company code: **OMAG**
3. Scroll down to the **Check Out Our Webinars** box
4. Click **Register for Live Webinars**
5. Choose your session, complete the easy registration form and receive confirmation

**Questions?** Connect with your EAP customer success manager, HR department or [eaptraining@ndbh.com](mailto:eaptraining@ndbh.com).

## Webinar Sessions Time Zone Conversion

ET 12 – 1 p.m. | 3 – 4 p.m.

CT 11 a.m. – 12 p.m. | 2 – 3 p.m.

MT 10 – 11 a.m. | 1 – 2 p.m.

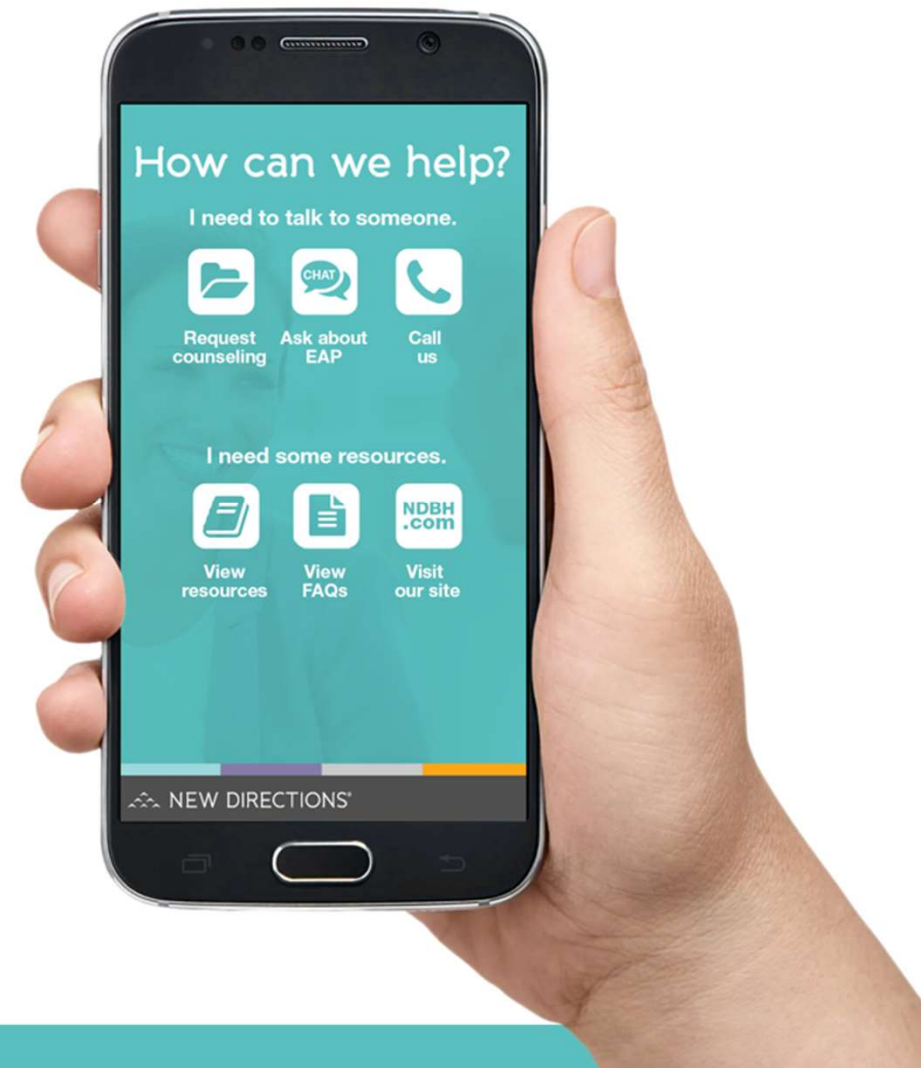
PT 9 – 10 a.m. | 12 – 1 p.m.

# Your Employee Assistance Program (EAP) HAS A MOBILE APP



## TO DOWNLOAD:

1. Open your apple/google store
2. Search “New Directions EAP”
3. Select the “New Directions EAP” app and install
4. Open the app
5. Enter your company code (**omag**)





# Support for HR Professionals and Managers





# HELP IDENTIFY OPPORTUNITIES TO REFER EMPLOYEES TO EAP AS A MANAGER



RECOGNIZE AND SUPPORT EMPLOYEES IN NEED



GET YOUR ORGANIZATION AND ITS PEOPLE THROUGH CRISIS



BEST MANAGE EMPLOYEE PERFORMANCE ISSUES



CONTINUOUSLY GROW SKILLS TO GROW



MANAGE PEOPLE SO FOCUS IS ON WORK AND HELP RETENTION



PROMOTE, RAISE AWARENESS AND REFER TO EAP



“When I’m unsure of how to handle a situation with one of my direct reports I look to EAP for guidance. Big or small issues, they give me advice I can act on quickly and in a smart way.”

# **Management Consultation and Support line 24/7/365 Call 800-624-5544**

**Work performance issues**

**Substance use concerns**

**Threats to workplace or employees**

**Customer safety issues**

**Employees in crisis**

**Assessment for employees returning to work**

**Coordinated emergency intervention**

**Management training**

# What is a Formal Referral?

- An employee is referred by a supervisor/manager/HR Professional after a concerning workplace behavior or performance issue has occurred.
- The employee attends 6 counseling sessions for the formal referral with an EAP provider. The hope is that the employee uses those counseling sessions discussing why they were referred and other issues behind that. Ultimately that the workplace issue is addressed or what may be getting in their way of being productive at work is discussed.
- It is intended as support and not meant to be punitive. It is all about how the HR/manager presents this to the employee.
- Will often be initiated after an employee has been suspended, written up or received a verbal warning.
- It's important to remind the employee that the counseling sessions they attend for a formal referral are confidential and the company will never know what is being said during them. We just provide the company confirmation that member attend all the appointments and completed any treatment recommendations.

# Formal Referral Process

Referral must be performance issue based.

**\* Always start with calling us first at 800-624-5544**

1. HR/Manager consults with MCS (Management Consultation & Support) Clinician. Discussion of process and request for Release of Information (ROI) to be signed by employee (EE). MCS will email ROI it to you.
2. HR/Manager meets with EE to review reasons for the referral and expectations including that the EE is expected to call New Directions within 24-48 hours after you have met with them to explain the process. Manager/HR obtains signed ROI from employee and emails to New Directions at [roi@ndbh.com](mailto:roi@ndbh.com) or you may fax it to: **(214-853-4100)**. As soon as our team gets the signed ROI we can communicate with the person on the ROI about the EE's compliance.

# Formal Referral Process cont'd

4. HR/Manager directs EE to call New Directions at (800) 624-5544. An MCS clinician will be assigned once the employee does do call in.
5. MCS will find the employee a licensed clinician for their first counseling appointment. This clinician who is assigned to provide counseling for the EE is informed of the work performance issue they are being referred for.
6. MCS clinician will inform the person listed on the ROI that:
  - EE has called in to New Directions as directed
  - that 1<sup>st</sup> appt has been set up for EE
  - EE is attending appts;
  - EE has followed treatment recommendations and completed sessions.


**\* Please note that content of an employee's session with a provider is never shared – just compliance.**

# Manager Website – for promotional materials and more

<https://www.eap.ndbh.com>

Please scroll down to the bottom of the website and click on:  
**Management login**

EMPLOYEE ASSISTANCE PROGRAM (EAP)  
**Inspire a healthy workplace.**









Enter your company code. 

Enter management password **manager** >

Don't know your company code or password? [Click here.](#)

[Request Training](#)

company code:  
**omag**

 <b>My employee is struggling.</b> Manage performance challenges >	 <b>We're dealing with a crisis.</b> Help leading in critical situations >	 <b>I need help managing my team.</b> Develop your leadership skills >	 <b>I can use some training.</b> Explore training for your staff >
 <b>We need EAP marketing materials.</b> Spread the word about EAP >	 <b>I want to read EAP newsletters.</b> View newsletter archive >	 <b>I need our account details.</b> Connect with your account manager >	 <b>See all EAP services ...</b> Browse all services >

[Browse more resources.](#)  
Visit the Health Resource Library >



## Crisis support Critical Incident Response

Sometimes there are tragedies and major incidents that affect a group or a team of employees such as a death of an employee or violence in the community.

If you are a manager or HR professional, please call for a consultation with MCS at no cost for ways we can support you. We can help and support you with:

- Plan of action
- Intervention
- Education and tip sheets
- Onsite or virtual support



# Start today

**800-624-5544** [eap.ndbh.com](http://eap.ndbh.com) company code: **omag**



Call us to start using any of our services



Reach out to us for in-the-moment with a licensed clinician



Register for online therapy



Check out our website



Call us for some elder care resources



Subscribe to 'A Better You' through our website



Call us for a financial or legal consultation



Attend a free monthly webinar





NEW DIRECTIONS<sup>®</sup>

Improving health through change

**800-624-5544** | <https://eap.ndbh.com>

