



# Line Manager Guidance

## Getting the most out of your EAP



### How to identify a team member with an EAP Need?

Has your employee seemed tired, distracted, absent, stressed, burnt out, or unfocused?  
Have they asked for additional support?  
Have they confided about something going on in their personal life?  
Have they raised concerns about sleep issues, stress, or feeling overwhelmed?

### How to direct someone to EAP?

You can direct them to the adviceline via phone or email, Ele wellbeing for self-directed support, or Ele wellbeing for using the online chat.

### What to do if you're not sure?

You can contact the Managerial Adviceline, or make a managerial referral.

Recommending seeking support is never a bad thing. Feel free to remind all employees, not just those struggling that they have help if they need it!

### How do I access the Managerial Adviceline?

**By phone:** 0800 085 3805

**Ele Domain:**  
<https://hyphen.elewellbeing.co.uk>

**By email:** [assist@ciwellbeing.com](mailto:assist@ciwellbeing.com)

## Want to know more?

Get in touch with CiC using the details below:

**Phone:** 0800 085 3805

**Email:** [assist@ciwellbeing.com](mailto:assist@ciwellbeing.com)