



## Frequently Asked Questions

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# Frequently Asked Questions

## What is an EAP or Employee Assistance Programme?

An Employee Assistance Programme is a service that provides support to an organisation by identifying and resolving employees concerns that impact the effectiveness of an organisation whether the concerns originate from work or from the home.

The level of support will depend on the EAP provider and their ability to adapt to the needs of the organisational culture. The Employee Assistance Professionals Association (UK EAPA) have produced a detailed booklet which helps a decision maker in establishing their own requirement and also some useful questions to assist in measuring an EAP provider.

## What are the benefits to an organisation in having an EAP?

Increased productivity	Reduced absenteeism
Increased creativity	Reduced duplication of work
Increased awareness	Reduced work related incidents
Increased work place co-operation	Reduced risk of unexpected events
Increased morale	Reduced grievances
Increased well being	Reduced attrition

Research has been done that show that an EAP more than pays for itself in terms of reducing sickness absence on a day to day basis. Taking an average trend in employee distraction, absenteeism and turnover, the savings for a company employing 5000 people would be £800,000. This would be achieved by reducing employee distraction from 20% to 18%, absence from 10% to 8% and turnover from 20% to 15%.

An EAP costing £25 per head would cost £125,000. An immediate cost benefit of 1:6.

By improving the fundamental wellbeing of employees there are many less measurable ways an organisation will improve the way it operates.

## How will CiC help you meet your work/life balance objectives?

CiC will work in partnership with you, to understand what you wish to achieve from the service. You may be looking to concentrate on providing a counselling support line or you could be aiming to improve the work-life balance of your employees.

Examples of what support CiC can offer include: providing specialised legal, financial and family care services, traumatic incident service, and a range of specialist training.

## How is the service monitored or measured?

CiC monitors the service against a range of key performance indicators, including how well the service is meeting your objectives. In addition, CiC evaluates the effectiveness of the counselling process using a range of measurement techniques.

Each aspect of the agreed provision is quality controlled with active supervision of all staff delivering a service.

## What type of counselling and advisory services are offered?

There are a number of types of counselling available. What is important is that the employee feels safe throughout the process. CiC has found focal brief therapy, a powerful short-term focused method where the client can focus on key issues that affect their work and spend additional sessions aiming to achieve personal goals.

Advisory services also cover a range of issues including legal, financial and family care issues.

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## **What qualifications and experience do CiC counsellors have?**

The quality of counsellors is core to the work of CiC and therefore they will have achieved both in terms of qualifications and applied experience in their field. CiC counsellors must have a recognised diploma in counselling, 300 hours of post qualification experience as well as training in and adherence to a number of industry standards.

## **How do we ensure quality in our service?**

CiC place quality at the centre of our services. We have a range of processes/systems in place to support highest standards of clinical care for those in need. In addition, the evaluation systems ensure that we are meeting the highest standards of account and clinical management. The constant process of evaluation ensures that we are well-placed to deliver improvements where necessary.

## **Where are our counsellors located?**

We have a UK nationwide and international network of over 1200 counsellors which means that we are able to place individuals with experienced counsellors within a reasonable travelling distance.

## **How are counsellors selected?**

All potential CiC counsellors undergo a rigorous process of selection against a specific set of criteria. CiC has a rigorous selection programme which involves scrutiny of each application and interview. Potential counsellors are

required to attend our Focal Brief Therapy course which includes an assessment of suitability and a further interview following the course. At the end of this process a decision is made on the applicant's suitability for CiC.

## **How are counsellors managed?**

Counsellors are managed by a highly experienced Clinical Management Team. Supervision is regularly carried out by experienced supervisors.

## **What knowledge, skills and experience do counsellors have?**

Counsellors are trained in providing short-term focused therapy. Many have particular specialities, eg dealing with traumatic incidents. All have experience of working with a range of personal and work issues.

## **How does the Adviceline provide information?**

The Adviceline workers have access to a range of information-gathering tools and are trained in providing advice and support to callers across a range of issues. The Adviceline workers are skilled in assisting callers in deciding whether face to face counselling is appropriate

## **What sort of training does CiC Provide?**

Training is focused on assisting both the manager, and employee, develop a greater awareness of issues in the workplace. Courses are designed to suit your requirement and complement the company strategy.