

The Voice of Employee Assistance Programs

July/August 1995

EAP Digest™



Whose Problem Is It, Anyway?

Supervisors As Reflections of
Organizational Stress



Three Things Every Supervisor Should Know
Taking Crises Step By Step
Oklahoma City: The First Hour
Pulling Lives Together by Pulling Elements of Care Together



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Five years ago I couldn't find a reason to get out of bed, let alone hold a steady job. I was an alcoholic, like my father... and my grandfather.

I went from job to job, showing up when I was sober, or sometimes not so sober, so I could make enough money to pay a few bills and get more to drink. My employers would put up with me for a while. Then they'd fire me.

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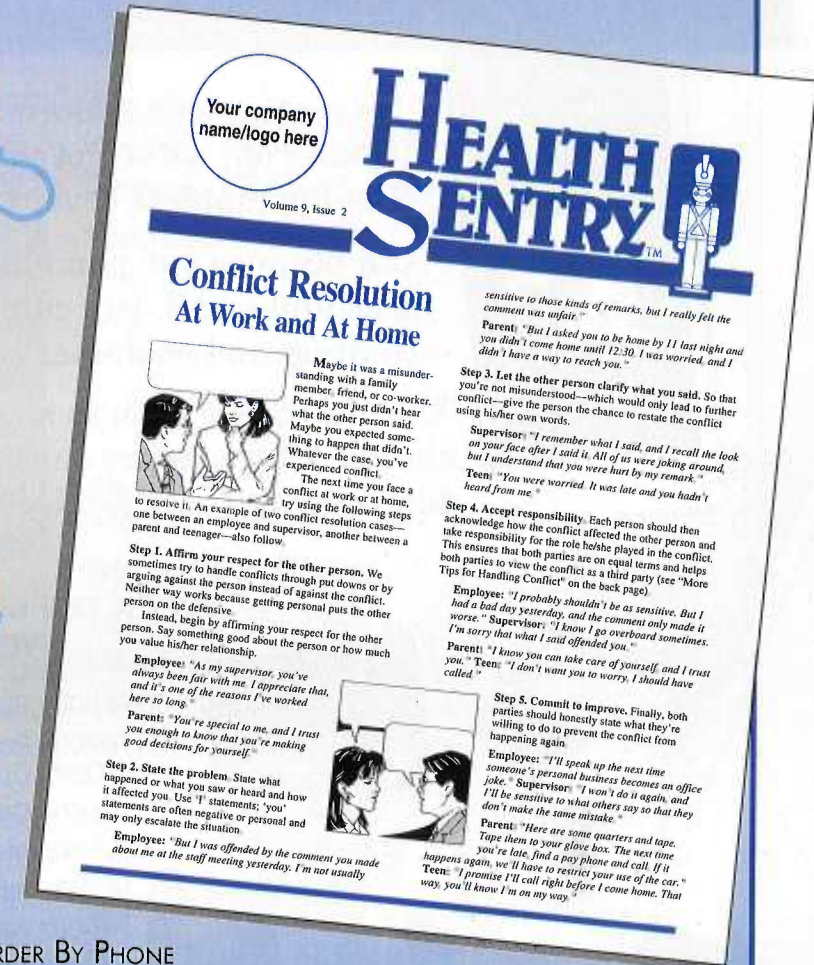
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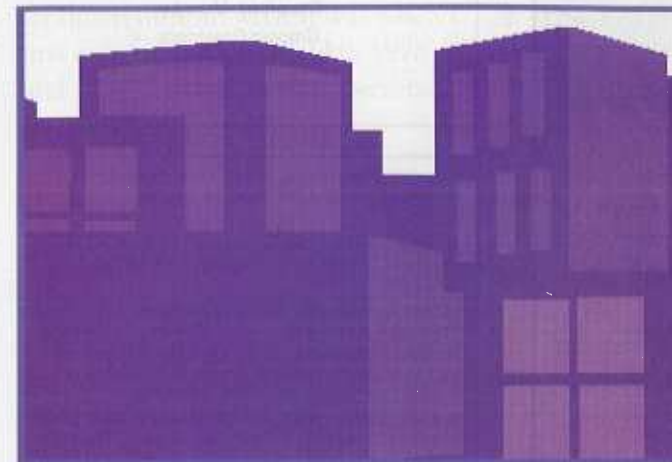
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COVER STORY



18 Whose Problem Is It, Anyway?

Supervisors are barometers of organizational stress. They either absorb it or deflect it onto employees in their workgroup. To gauge organizational wellness, take a look at what supervisors are asking of the EAP.

—*Laurel Coppersmith, LSW, CEAP, and Arlene Grubbs, LSW*

PLUS...

32 Going Global New Column...*Behavior Risk Management*

In his inaugural column for *EAP Digest*, Rudy M. Yandrick underscores the need for taking an holistic, global approach to addressing behavioral issues as they impact the workplace.

- 7 In-House
- 9 In the Marketplace
- 10 News Update
- 13 Transitions
- 14 Odds & Ends
- 26 Consultants Directory
- 42 Treatment Directory
- 43 Media Update
- 44 Calendar
- 45 Ad Index
- 45 Classified
- 46 Close-Up

FEATURES:

25 EAP 101: Three Things Every Supervisor Should Know

Front-line managers are critical to an EAP's success. Wrote one author, "The ultimate success of the EAP rests with the supervisors."

—*Betty S. Cottongim, RN, BSN*

28 Taking Crises Step by Step

The author's lead role in coordinating EAP services following the shooting deaths of four Concordia University (Montréal) employees in 1992 serves as testimony to the need to take crises step by step.

—*Jacqueline Jacques, MEd*

34 Oklahoma City: The First Hour

Four questions EAP vendors say must be answered in the first few moments following a critical incident.

—*Brent Chartier*

38 MENTAL ILLNESS: Pulling Lives Together by Pulling Elements of Care Together

Pharmacological advances in treating alcohol and other drug dependence lead to new treatment efficiencies and improved outcomes. But drugs used to treat behavioral problems should never—no, read, *can never*—replace psychotherapy. Here's why.

—*Mac Crawford*