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Employee Assistance Programme

Renovo Employment Group are one of the UK's leading providers of telephone and online employment support.

Each month, we help thousands of people overcome challenges at work and advance their career.



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Why an EAP?



“The counsellor quickly understood my problem and did not think I was imagining things. She was very positive and understanding, a good listener and helped me consider options for the future.”

Phil Baines, Christchurch



Increase engagement and retention

An Employee Assistance Programme (EAP) is a completely confidential service that helps individuals to overcome any issues that may impact on their work or personal life. The service gives employees and their families access to a confidential counselling and advice service, 24 hours a day, 7 days a week.

The benefits of an EAP go far beyond providing solutions to problems encountered by staff including; increased productivity and a reduction in the number of lost working days caused by stress related illnesses, personal / career issues, absenteeism, accidents and injury, sickness benefits and disciplinary actions.

For the employee an EAP encourages them to take positive steps towards addressing a problem before it reaches a crisis stage. It also helps them to understand themselves more clearly by enabling them to communicate more effectively, both in their professional and personal lives.

An EAP enables an employee to quickly distinguish between problems at work and at home, minimising any unnecessary long-term impact on workplace performance:

- Reduces employee and organisational stress
- Provides a confidential and free service for employees and their families
- Reduces and manages harassment, bullying and discrimination
- Assists employees in achieving work-life balance
- Improves productivity and efficiency
- Reduces staff turnover and absence rates
- Supports a population facing psychological challenges or trauma
- Supports an individual or team through a difficult period
- Improves employee engagement and increases staff retention.

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Renovo EAP



“Thank you for an excellent service which has made a big difference to me during this difficult time.”

Ann Sanders, Loughborough



A fresh approach to employee assistance

The traditional EAP approach has a strong focus on counselling and a clinical approach. Renovo provides a more modern and proactive approach to supporting employees, that leads to increased participation whilst lowering the cost of the programme.

Renovo takes a modern and proactive approach to the emotional well-being of total employee populations rather than a reactive approach for small populations within the organisation. Renovo work hard to address cultures of well-being within the workplace, integrating our services into larger workplace schemes, engaging employees in the self-management and maintenance of emotional health and quantifying the results of our work.

	Traditional EAP	Renovo EAP
Basic assumptions	Traditional clinically-based service.	Proactive self-management philosophy.
Information	Assessment-driven through a triage process and largely contact centre provided.	Largely online-driven integrated with contact centre and specialist advice.
Specialist services	Referrals directly onto solicitors, IFA, etc.	Two-tier approach (e.g. paralegals backed up by solicitors).
Emotional issues	Counselling is typically the first response for emotional issues.	Coaching, action planning and online CBT at first tier with full clinical response beyond.
Face to Face Counselling	High levels of referral.	Used where treatment is needed or risk assessed.

We help you to promote your EAP, increasing employee engagement by providing online awareness sessions, leaflets, posters, guides and wallet cards. We can further increase engagement through including the Renovo Privilege Savings Card and delivering support via our mobile phone app.

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24 Hour Support Lines



“It is so encouraging and helpful to have your support at any time – day and night. It has really made a difference to me”

Abdul Hayat, Guildford



Someone there whenever your employee needs it

Seeking support from other people can be key to getting through stressful situations. Ironically, our reaction when under stress can often be to withdraw from those who might offer the most support. Even worse, stressful times can put a strain on the relationships we most depend on.

That is why Renovo provides a 24/7 telephone helpline service which provides a range of support, examples of which are shown below:

Emotional support

- Stress and anxiety
- Personal and family problems
- General life problems.

Support with legal enquiries

- Consumer issues
- Welfare rights
- Employment law issues
- Family and matrimonial disputes.

Support with financial problems

- Family budgeting
- Welfare benefits and rights
- Debt and credit problems.

Work and career support

- Work related challenges
- Career advancement planning
- Interviewing skills.

Accessing the Renovo Support Line is easy using the freephone number provided to your employees. Our qualified advisers are available 24 hours a day, 7 days a week. The Renovo advisers will gather some information, evaluate the caller's needs and suggest a plan of action. All they have to do is make the first call.

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Online Tools and Resources



24 hour access to a wealth of information

As part of the Renovo EAP, participants have unlimited 24 hour access to "Workifriend", Renovo's In Work Support portal.

Workifriend is an easy to use and engaging online portal hosting a wealth of information, tools and resources to support people in work. The key features of Workifriend are:

"My Support"

The "My Support" section of the portal hosts a wealth of information, advice and guidance on how to overcome new or existing problems to do with their home or work life, emotional or physical health, that could act as barriers to staying and advancing at work.

- The homepage displays the most popular topics
- Guided assistance allows customers to use online decision trees to get the right information or support
- Users can ask a question online, get answers delivered automatically, with an option to further submit a question or use the live chat feature.

"My Career"

The "My Career" section focuses on career advancement and job retention.

- Hundreds of videos, fact sheets and podcasts help the user understand what it is that employers are looking for in their employees and how to effectively navigate to workplace maze.

"My Skills"

The "My Skills" section includes assessment tools, e-learning and directories of education and training providers support the participant in formulating their Career Advancement Plan.

- Users can develop "soft skills" and increase their chances of promotion or spend time discovering the skills required to advance in their current roll.
- Tools to improve basic employability skills such as numeracy or literacy, form part of the resources available.



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"I was pleasantly surprised to find some very good material and guidance which I had simply overlooked. The information and especially its layout is excellent. I feel like I've made real progress already."

Christopher Toplis, Leeds

Counselling and Coaching



“51% of companies’ consider coaching as a key part of learning development’ and ‘crucial to their strategy’, with 90% reporting that they ‘use coaching”

Taking the Temperature of Coaching, 2009, Chartered Institute of Personnel Management



Dedicated one to one support for your employees

Out of all the elements of support you make available to your employees, providing them with someone they can turn to, confidentially, is likely to be the most valued by them.

Telephone counselling

Renovo provides telephone counselling routinely from our contact centre. Any caller that presents with emotional issues is assessed for counselling.

Where counselling is assessed we provide up to 5 sessions of counselling by phone although can provide additional sessions if required following discussion with the employee.

Telephonic provision is well researched as efficacious and it has been shown to be preferred by many employees. Preference often stems from immediacy without complications of geography and directions, perceptions of greater control over the treatment, flexibility in a busy work life schedule and assured anonymity.

Our lead counsellors are BACP accredited and have over ten years counselling and mental health experience.

Face to Face Counselling

Following assessment where we decide with the employee that face-to-face counselling is the best way forward, they will be asked for details of where and when they would like to go for their sessions.

We might also discuss what kind of theoretical model would be best suited to their needs (e.g. Cognitive Behavioural Therapy, couples counselling, etc.). We will then identify a suitable counsellor, from our extensive network across the UK, and will provide up to 5 sessions of face-to-face counselling.

Coaching

We deploy coaching over the telephone and online. Coaching, with a professional coach, is the practice of supporting an individual through the process of achieving a specific personal or professional result.

The structure and methodologies of coaching are numerous with one unifying feature: coaching approaches are predominantly facilitative in style, which is to say that the coach is mainly asking questions and challenging the employee. Coaching is differentiated from therapeutic and counselling disciplines.

Contexts for coaching are also numerous and include executive coaching, life-coaching, emotional intelligence coaching and motivational coaching:

- Personal issues, such as lack of self-esteem or confidence
- People skills, including working relationships, staff management and emotional intelligence
- Work issues, including improving performance
- Managing health issues, such as diet and smoking.

In our experience, a significant number of issues that have traditionally been referred to counselling can be more effectively met with one or more sessions of coaching. As part of our initial triage process our advisers assess for coaching as well as counselling.

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Manager Support



“I was pleasantly surprised to find some very good material and guidance on issues I had simply overlooked. The information and layout is excellent.”

Christopher Toplis, Leeds



Perhaps the employee shows a change in behaviour, such as poor work performance, difficulty concentrating, irritability, tardiness or excessive absence, there may be stresses in their personal life.

Perhaps they are struggling with finding child care resources, or are coping suddenly with an elderly parent who's ill. They may be dealing with a substance-abuse problem or a case of domestic violence.

Manager Support provides instant access to a team of highly skilled employment specialists, able to provide information and guidance regarding a host of team or individual employee issues.

Telephone and online support for managers

As part of the Renovo EAP, we have developed a service specifically designed for managers to help cope with issues impacting the performance of the employee or team.

- Renovo's employment specialists can help managers lower absenteeism, decrease tardiness, improve safety records and retain employees
- We have a well established track record and expertise in this area and will always look for opportunities to extend this service into the work we carry out with every client
- We will talk with the employer about the history of the problem and any dips in work performance that they've documented
- We will coach the manager on how to approach the employee in a non-confrontational style and help mediate a solution
- Many problems can be handled during a phone consultation but all employers can be provided with access to the Manager Support section of Workfriend where they will find a wealth of information (videos, written advice and guidance and e-learning) to help them resolve the issue quickly and effectively.

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Employee Engagement



“Definitely worth trying, makes life simple.”

Farah Ali, Liverpool



The Renovo Privilege Savings Scheme is a valuable tool in promoting the EAP to users and increasing engagement in the programme, whilst delivering real, tangible benefits to the employee and their family.

12 months of help from you

Each employee receives a Renovo Privilege Savings Card included in their welcome pack. Also in their pack is the Renovo National Savings Guide showing where they can use their card. Their card is valid for a minimum of 12 months.

Huge range of national and local savings
The Renovo Privilege Savings offers range from high street stores to holidays, fun days out, keeping fit and much, much more, along with a huge range of local discounts so your employee can save every day of every week.

Quick and easy to use

By using a shopping card or voucher for the things they buy on a regular basis, your employee will suddenly realise that their savings start to build over the course of a year. If they buy food or fuel at Sainsbury's, they can phone up for a Sainsbury's shopping card. Sainsbury's and ASDA shopping cards are reloadable. They just need to phone up, order their card and top up their card over the phone whenever they need to. B&Q also operates shopping cards.

If in doubt, your employee can simply show their card when they go to a local restaurant or coffee shop and a discount may well have been negotiated for them. The range of local offers is huge.

Why not make life a little bit easier for your employees?

We all know how tight money can be in the current economic climate. That's why we have partnered with Countdown, the UK's largest discount card operator, to bring your employees the Renovo Privilege Savings Scheme. The Scheme gives them a simple, effective way to save a little, a lot, every day, every month and at anytime.



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ADDRESS KINGS HOUSE, 12 KING STREET, YORK YO1 9WP
TELEPHONE +44 (0) 845 226 8519
EMAIL INFO@RENOVO.UK.COM
WEB WWW.RENOVO.UK.COM



**Please contact Amanda,
or Matthew
to request more information
about the Renovo EAP**

Amanda Nichols
anichols@renovo.uk.com
01904 557 500

Matthew Fenton
mfenton@renovo.uk.com
01904 615 166