

United States Postal Service EAP

Behavioral Health During a Pandemic/Public Health Emergency



A Program You Can Trust

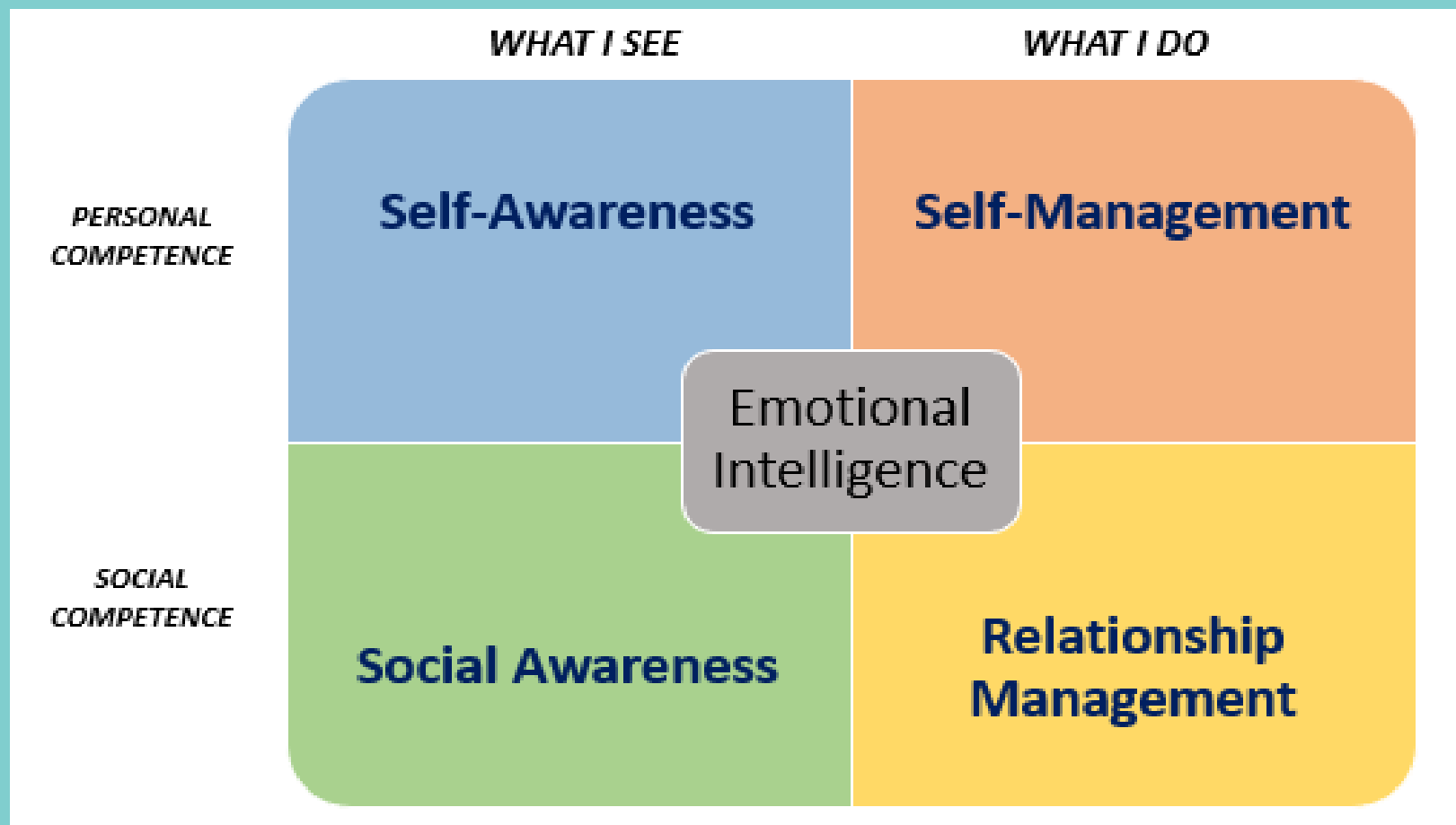
Coronavirus

Emotional Intelligence

Having the ability to be aware of both your own and other's feelings and emotions – and to be able to use this knowledge to guide your own thinking and actions appropriately

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Components of Emotional Intelligence



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Self-Awareness and Leadership

Self-awareness is:

- Ability to accurately perceive your own emotions
- Stay aware of your emotions as they happen
- Keep on top of how you tend to respond to specific situations and people

Important to consider how we are coming across to others. Take an inventory of self and gather self before moving into conversation.

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Pay Attention with Intention

- Make an effort to be in the moment
- Avoid autopilot
- Use ears and eyes
- Be curious
- Don't assume

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Communication Tips for Leaders

- Be aware that you, along with your employees/members, will have mixed emotions – this is normal
- There are more than 7 billion people in the world – each with different personalities, histories, and viewpoints – we all see things a little differently
- Allow employees to express their reactions to the crisis and try not to take it personally
- Answer questions to the best of your ability
- Be willing to just listen
- Acknowledge when you do not know the answer
- Avoid statements like “Everything will be all right”

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10 Listening Tips for Leaders

- Consider timing
- Focus on what is said, not how it is said
- Is there truth to what you are hearing?
- It is okay not to formulate a response right away, just listen
- Clarify what you are hearing
- Appreciate what the person is saying, positive and negative
- Monitor your non-verbal communication
- Don't interrupt...no matter how you feel
- Excuse yourself for "time-out" if emotions have escalated
- Quit taking other people's views personally

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Listening to Understand

- Convey a non-judgmental attitude
- Keep eye contact
- Allow silence
- Nod to show understanding
- Repeat back what you hear
- Encourage them to say more
- Try not to interrupt

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Building Connection

Things you can offer right now:

- Acceptance
- Kindness
- Empathy
- Patience
- Encouragement
- Hope
- Information

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Avoiding Fear, Rumors, False Information and Panic

COVID-19 is a new respiratory virus that has been detected in over 100 countries. Information is rapidly evolving but not complete, which can lead to fear, rumors, inaccurate information and possibly, panic. Knowing how to avoid these pitfalls can help people manage this difficult situation more effectively.

This is an emerging, rapidly evolving situation. For the latest information visit [CDC.gov](https://www.cdc.gov) and know that your EAP is here for you and your family.

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Encouraging Resilience

By striving to be better at each of the following, you will naturally increase your ability to be resilient not only during the current Coronavirus (COVID-19) pandemic, but in your every day life:

- Have a sense of purpose
- Have a positive outlook
- Take an active approach to problem-solving
- Build relationships
- Have a sense of humor
- Expect change
- Care for yourself
- Continue to learn

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Support Around the Clock

The USPS Employee Assistance Program has the counseling tools and resources designed to help you face challenges related to Coronavirus (COVID-19). The tools offered by your EAP can help you and your loved ones begin to address those challenges.

We're here for you through...

- *Telephonic counseling*
- *Telephonic Coaching*
- *Video Counseling*
- *Online therapy*
- *Web-based resources*
- *"In the Moment" support*
- *Consultation*

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Support through Telephonic Counseling

Telephonic Counseling

Access confidential counseling in a location that's convenient for you.

Whether you are staying home or continuing your routine, you can connect with your EAP by telephone 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341



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Support through Telephonic Counseling

Telephonic Coaching

USPS EAP coaching is a unique service available through your EAP. It is a process designed to help you clarify your values and intentions. You'll work with a coach to create an individualized plan made specifically for you to set and achieve your personal goals.

You are the driver who determines the ultimate destination (goal) but the EAP coach is there to navigate — to help you find the easiest route to success and overcome obstacles.

Because we know your time is valuable and often limited, we make the coaching process easy.

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Support through Video Counseling

Here is how it works:

1. Call in to the 800-EAP-4YOU (800-327-4968) and speak with a Customer Service Associate (CSA).
2. The CSA will connect you with your local EAP staff member.
3. We will set up a Skype meeting for the both of you to join at the given time.
4. Counseling will proceed in the same manner as an “in person” session.

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Support through Online Therapy

Audio, video and text message therapy

Online Therapy includes:

- Access from a computer, smartphone or tablet
- No commutes or appointments
- Ability to communicate with a chosen therapist
- Secure and confidential support

To get started:

- Visit EAP4YOU.com
- Click “Get Started” under Online Counseling Services
- When prompted, enter organization name “USPS”
- Follow instructions to connect with a therapist

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Support through EAP Wellness Tools

Your **EAP** and **myStrength**.

Take charge of your mental health with digital behavioral health tools as part of your Employee Assistance Program. Now you can use web and mobile tools to help you get better and stay mentally strong. myStrength is safe, secure and customized for you. This digital behavioral health platform can help you reach goals and maximize your overall wellbeing to face challenges presented by the Coronavirus (COVID-19) and every day life.

Sign up today.

1. Visit EAP4YOU.com
2. Click “Get Started” under myStrength
3. Follow instructions to sign up
4. Create a personal profile

We all have our struggles.

Depression, stress, chronic pain, anxiety, lack of sleep and even substance use can be impacted by COVID-19 challenges. Finding support to improve these things and focus on your emotional health is important during this time.

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Support through In the Moment Support

- For those times when you need someone to talk to
- Available through 800# and local EAP staff
- Not counseling or coaching

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Support through Consultation

- During an unprecedented time, leaders are being tasked with many challenges and unfamiliar situations
- EAP can be a great support and resource through consultations to Management and Union representatives or stewards

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Support through Critical Incident Response

Critical Incident Response

At times in life, a crisis may occur and the USPS EAP will be there to help employees through it.

Though it may be different than what you are used to, we are here for you.



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Stop the Stigma

- Be a force for change with the people you know
 - Sometimes you just need a listening ear
 - Remember, we are all in this together
- EAP in the moment support and consultation is not counseling
 - Don't let stigma stop you from reaching out



EAP4YOU.com

1.800.327.4968

1.877.492.7341 - TTY