



LifeMatters Management Consultation

What is LifeMatters?

LifeMatters provides associates and their families with expert assistance to address personal issues. Managers also have access to a consultation service that can assist with addressing associate performance and personal problems, team or work group conflicts, and workplace crises.

How can LifeMatters help managers?

LifeMatters provides professional consultants who will:

1. Help define the problem
2. Suggest options for how to address the concern, including LifeMatters
3. Assist with developing a plan of action
4. Recommend relevant organizational or community resources
5. Provide ongoing coaching as needed

Who can use the consultation service?

- Supervisors and managers
- Human Resources staff
- Benefits personnel
- Internal medical staff

How much does consultation cost?

Nothing. Your organization provides this resource to assist you in your role. Your only investment is your time.

When is assistance available?

Anytime! Services are available 24/7/365.

How does it work?

- Call 1-800-634-6433 and ask to speak with a consultation specialist or counselor.
- In non-emergency situations, you can send an email to consultationspecialists@empathia.com.

Does LifeMatters interface with Human Resources?

LifeMatters consultation is an adjunct to, not a replacement for, your HR department. LifeMatters recommends all managers or supervisors contact HR directly to seek guidance and review relevant organizational policies and procedures.

Reasons to call LifeMatters for consultation:

- Confronting an associate about performance issues
- An associate's personal problem
- Suspected drug or alcohol use on the job
- Interpersonal conflicts between team members
- Establishing clear, attainable expectations for performance
- Addressing crisis situations, such as a violent incident, the death of an associate, or a natural disaster
- Your own personal concerns
- Any other work-related issue

LifeMatters offers professional management consultation when you need it, as often as you need it. Call toll-free anytime.

1-800-634-6433

Assistance with Life, Work, Family, and Wellbeing • 24/7/365
mylifematters.com • Text* "Hello" to 61295 (U.S.)/204-817-1149 (Canada)
Call collect to **262-574-2509** if outside of North America
TTY/TRS 711 and language translation services available

