

## The 7 Essentials of a Higher Ed EAP

Is your Employee Assistance Program built for the issues and needs that define daily campus life? Find out by asking the seven questions below.

### Does Your EAP...

#### **1. Recognize the incredible diversity of your workforce?**

Any good EAP will consider the multitude of races and religions on most campuses. But what about diverse mindsets? And cultures and languages? Or the wide range of jobs and income levels? And the distinct separation between faculty and staff? A one-size-fits-all EAP won't work in Education. It not only doesn't fit all, it doesn't fit anyone.

#### **2. Help you manage changes around issues such as Title IX, the Clery Act and transgender acceptance?**

Virtually every major social change is evident in a college setting. Knowing what to do about them can be difficult. Your EAP should be able to help you raise awareness of change, manage its impact, and provide training resources as appropriate.

#### **3. Deliver an immediate response to crisis situations?**

Should an act of violence or other crisis occur on campus, it is critical to manage the event thoughtfully, dealing sensitively with its aftermath and communicating appropriately to students, faculty, staff, parents and the media. An EAP that doesn't prioritize its response to a crisis can create a crisis all its own.

#### **4. Structure services for a decentralized environment?**

"Classrooms" can be rooms or screens or open fields. Professors may teach in lecture halls, operating rooms or foreign countries. Campuses can be near or far, with faculty onsite or off. Your EAP needs to reach *everyone*, offering live and virtual programs, with access to help at any time, from any place.

#### **5. Address intergenerational conflicts and technology gaps?**

A professor emeritus isn't likely to have the same worldview as a Millennial, who is unlikely to think like an incoming freshman. An administrator processing paperwork for 20 years may not be open to new technology. Texting may be loved by students, but loathed by certain faculty members. It is critical that these differences be acknowledged and addressed by your EAP.

## **6. Provide training for today's issues, like managing flexible work schedules?**

Leaders, managers and department heads are looking for guidance on everything from managing flexible work schedules to leading organizational change. In addition to traditional training in areas such as Sensitivity Awareness, your EAP should provide instructional sessions that are fresh and relevant, covering issues such as Title IX and the Clery Act.

## **7. Build programs and partnerships to drive engagement?**

A few promotional posters won't do for a Higher Ed EAP. You need launch and engagement strategies, with targeted campaigns. Services should be promoted through relationships with student affairs and affinity groups, and delivered in collaboration with Employee Relations, campus security, and other vital partners.

## **Learn More**

If your EAP doesn't realize what makes your work environment different, it may be time for a different EAP – **The KGA EAP for Higher Education**. To find out more, visit [kgreer.com](http://kgreer.com) or contact us at 800-648-9557 or [info@kgreer.com](mailto:info@kgreer.com).