**Video Title:** How Does the Employee Assistance Program Work?

**Video URL:** [**https://www.youtube.com/watch?v=vdne0cqU2C0**](https://www.youtube.com/watch?v=vdne0cqU2C0)

**Run Time/Source:** Fürstenberg Institut/YouTube

**Close Caption Available:** Yes

Employee assistance programs (EAPs) are mentioned in passing on page 341 of the textbook and are also relevant to the discussion of employee wellness programs on the same page. The Fürstenberg Institut is an excellent model of the operations of an EAP that provides services to other organizations. A case history is presented of David, a worker who is experiencing emotional problems. He has considerable difficulty concentrating on the job, and his work is piling up. David’s wife is furious that he does not spend enough time with her and the children. David consults with a friend who lacks the expertise to help him with his problems. David recognizes that he needs professional help, and therefore decides to call the EAP at the Institut, a health benefit provided by his employer. The visit is confidential.

David is assigned an advisor, a professional expert who can assist him with his personal problems. The advisor helps David to put order back in his life by asking the right questions. David is free to meet with her as frequently as needed. No one at the company knows that David is visiting the EAP. David’s motivation and productivity improves on the job, making his boss happier even if the boss does not know the reason behind David’s improvement. David recognizes that he will consult the EAP again when he has problems, but during the early stage of the problem it does not become so overwhelming.

The Fürstenberg Institut also offers help to executives with respect helping employees whose personal problems are interfering with work.

*Questions for Thought and Discussion*

1.Why might the visits to the EAP have helped David concentrate on his work?

2. To what extent would a person making visits to an EAP during working hours arouse suspicion from a manager?

3. The Fürstenberg Institut offers as many visits to the EAP expert as required by the employee with a problem. How does this differ from a traditional EAP?

4. The FI as well as other EAPs boast about their confidentiality. But what should the EAP counselor doe when an employee says to her, “I hate this \_\_\_\_ company so much, I’m going to blow up the distribution center?”

5. What justification for a company sponsoring an EAP is reinforced in this video?