



Managers' EAP Resource Kit

Our Holistic Wellbeing Philosophy

At Habit Health EAP, we regard ourselves not as a traditional EAP provider, but as a holistic, preventative well-being partner. Our philosophy is to:

- Proactively support wellbeing by creating early, easy access to confidential and person-centred assistance before challenges escalate into crises
- Normalise conversations about wellbeing across workplaces, reducing stigma and building a culture of psychological safety and inclusion
- Partner with leaders and managers to embed sustainable wellbeing strategies that enhance people's performance, strengthen resilience, and reduce psychosocial risks
- Provide integrated, wraparound solutions that span mental, physical, and organisational wellbeing moving beyond reactive support into long-term prevention and workforce optimisation

By applying this philosophy and embedding it within our partnerships, benefits accrue not only for individual employees, but also for their teams, managers, and the organisation as a whole.

Our services extend beyond short-term counselling. We offer early intervention, preventative programmes, and strategic wellbeing initiatives designed to meet the evolving needs of modern workplaces. Where employees or managers face more complex challenges, our consultancy team works alongside you to design tailored solutions that may include:

- Leadership and Mentoring
- Personal and Professional Development Programmes

- Stress, Resilience, and Anger Management Programmes
- Drug, Alcohol, and Addiction Support Pathways
- Career Transition and Growth programmes
- Trauma Support and Critical Incident Response
- Psychosocial Risk Assessment and Management
- Specialist Services including Menopause and Men's Hormonal Health Support, ADHD support, Health Navigation
- Culturally responsive services (Rongoa Māori, Pasifika, Rainbow-inclusive)

Benefits of Partnering with Habit Health EAP

For the Organisation:

- Retention and engagement of valued employees through early support and proactive wellbeing strategies
- Sustained productivity and performance by addressing psychosocial risks before they escalate
- A culture of loyalty and trust, with employees feeling supported and valued by our employed clinicians who are overseen by a clinical psychologist
- Improved organisational harmony through reduced conflict and stronger communication
- Enhanced leadership capability with managers equipped to manage wellbeing and performance effectively
- Reduced absenteeism and presenteeism, leading to measurable business gains

Prioritise your wellbeing with habithealth+
Talk to us about how the app can help your organisation.



Scan the QR code
to download



For Teams and Peer Groups:

- Healthier team dynamics with improved collaboration and trust.
- Psychological safety and a more supportive workplace culture.
- Fair distribution of workload when challenges are addressed early, preventing burnout across teams.
- Safer working environments where wellbeing challenges are acknowledged and managed constructively.

For the Individual:

- Early intervention that encourages individuals to address personal or professional challenges before they affect performance.
- Reduced stress and stigma, with confidential, accessible, and culturally responsive support.
- Improved motivation, resilience, and wellbeing, translating to stronger workplace contribution.
- Support at work and at home, recognising the whole person's impact of wellbeing.
- Specialist pathways (e.g., menopause and hormonal health, ADHD, trauma support) to meet diverse needs inclusively.
- No personal financial barrier, with costs covered by the organisation under agreed limits.

Accessing Habit Health EAP

At Habit Health EAP, we make it easy for employees to access support in a way that feels safe, confidential, and appropriate to their situation. Referrals can be made in several ways:

Self-Referral

Employees can contact Habit Health EAP directly if they are experiencing personal or work-related challenges and would like confidential support.

Suggested Referral

Sometimes a colleague, manager, or employee representative may notice someone is struggling and encourage them to access EAP. This is a supportive prompt, with no formal action taken.

Manager Referral

Where work performance is being affected, a manager may formally refer an employee to Habit Health EAP as part of a supportive intervention.

Managers can access the Manager Referral Form via our website eap.habit.health

The form is then emailed to manager.referral@habit.health

The manager plays a key role in ensuring this process is constructive and receives feedback on attendance and progress outcomes.

Other Referrals

Occasionally, concerns are raised by family members or others outside of the workplace. In these situations, we recommend contacting your Habit Health EAP Relationship Manager for advice on how best to proceed in a way that is safe, confidential, and supportive.

Confidentiality

Confidentiality is central to Habit Health EAP. Employees are advised at their first session that the service is private and confidential. Information is securely managed, and employees have the right to access and correct their records.

No information is shared with a manager or organisation without the employee's written consent, except where required by law (e.g., risk of harm). For manager referrals, a Disclosure of Information form must be signed before any feedback is provided.

Our professionals comply with the Privacy Act 2020, Health Information Privacy Code 2020, and the Health Practitioners Competence Assurance Act 2003, ensuring the highest standards of safety and confidentiality.

24/7 Manager Assist and Critical Incident Support

Habit Health EAP provides a 24-hour Manager Assist service, ensuring managers and organisations have immediate access to professional advice and support whenever it's needed. This service is directly linked to our national critical incident response network, offering round-the-clock assistance for urgent workplace situations.

Typical use includes support for critical incidents and traumatic events such as serious accidents, sudden deaths, violence or threats, robberies, or significant personal crises affecting employees. Managers can receive real-time guidance on how to respond, protect staff wellbeing, and stabilise the workplace environment.

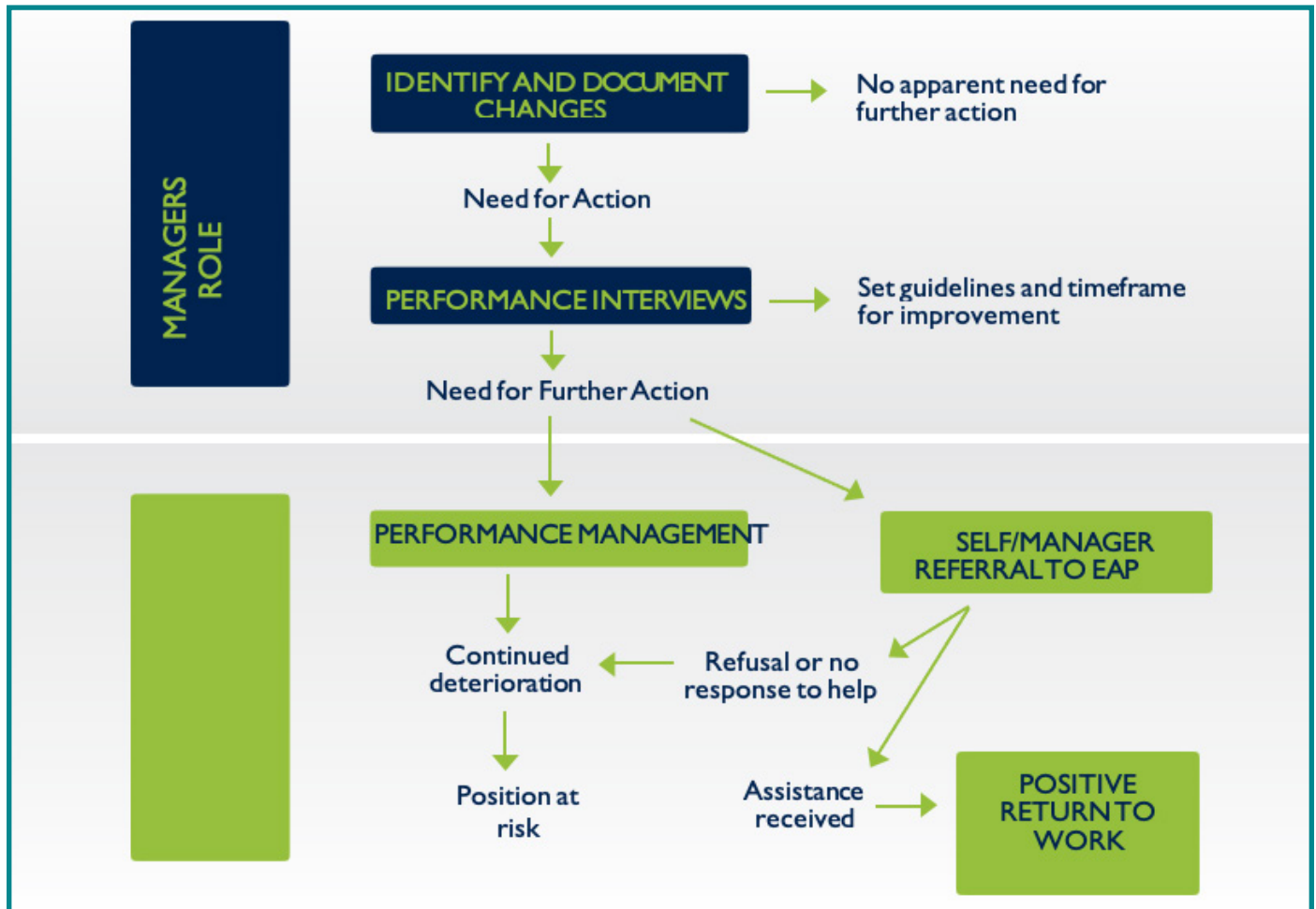
Please contact us if you would like to learn more about our services.

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EAP at Work in Performance Improvement



The 24/7 line is also available to employees working outside standard hours, allowing them to book an appointment with a counsellor or make enquiries about their EAP support. Calls are answered by our professional management team and regional staff via 0800 327 669, ensuring immediate, confidential, and expert assistance.

Performance Management

When performance falls below expectations, a Performance Improvement Plan (PIP) can be implemented to provide structure, clarity, and support. While each organisation may have its own procedures, in the absence of internal processes we recommend using the Five Steps to EAP Support as a practical guide. Habit Health EAP can also support managers through our Leadership and Mentoring service, equipping them with the skills and confidence to manage performance challenges effectively while keeping employee wellbeing at the core.

Fundamentals of Performance Management

Plan: Clarity & Alignment

- Have a current job description and clear role expectations.
- Agree on specific, measurable objectives (SMART -Specific, Measurable, Achievable, Relevant, Timely).
- Link goals to both organisational outcomes and personal development.

Support: Ongoing Connection

- Give feedback regularly (don't wait for reviews).



Book an appointment

To arrange confidential help and support via video, phone or at a location near you, scan the QR code to book now.

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- Make it timely, specific, and constructive
- Focus on strengths first, then address gaps
- Remember: Habit Health EAP can support if personal issues affect work

Act: Coaching and Collaboration

- Meet with the employee early if issues arise
- Use a coaching approach:
- Understand Listen and define the issue.
- Clarify Explore and prioritise challenges
- Act co-create goals and solutions
- Set clear, agreed actions with realistic timelines.

Review: Accountability and Growth

- Set milestone dates to check progress
- Share responsibility — employee + manager
- Reinforce commitment, recognise effort, and adjust if needed

Sustain: Embed and Evolve

- Celebrate wins and reinforce positive change
- Provide ongoing development or mentoring
- Keep resilience and adaptability front of mind
- Use Habit Health EAP as a preventative resource to maintain momentum



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Find a wellbeing service for you

Healthy

Managing

Stretched

Struggling

Unwell

How I'm feeling right now

I've got this - I'm coping well!

- Emotions balanced
- Good sleep
- Good energy
- Clear thinking
- Socially connected
- Organised routine
- Achieving at work
- Positive outlook
- Good coping tools

I'm managing - I'm keeping it together with effort!

- Emotions rising
- Restless sleep
- Energy dipping
- Distracted thinking
- Needing alone time
- Routine takes effort
- Working harder to achieve
- Worry taking over
- Strained coping tools

I'm running on empty - stress is creeping up!

- Emotions high
- Broken sleep
- Low energy
- Racing thoughts
- Withdrawing socially
- Work procrastination
- Disorganised routine
- Feeling overwhelmed
- Using substances

I'm losing my grip - I'm not myself!

- Irritable emotions
- Sleepless nights
- Exhausted daily
- Foggy thinking
- Avoiding people
- Reduced work performance
- Constant worry
- Abusing substances

It's all too much - I need real support now!

- Intense emotions
- Not sleeping
- Extreme fatigue
- Negative thoughts
- Isolating
- Absenteeism
- Work deficit
- Unable to cope
- Addictions

How we can help

- Individual Counselling
- Webinars
- Learning Development
- Wellbeing Events
- Leadership Mentoring
- habithealth+ App
- WellbeingHub

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- Individual Counselling
- Onsite Support
- Manager Assist
- Leadership Mentoring
- Health Navigation
- habithealth+ App
- WellbeingHub

- Individual Counselling
- ADHD Adult Service
- Alcohol and Other Drugs Services
- Menopause Support
- Rongoā Māori Support

- Individual Counselling
- 24/7 Support
- Critical Incident Support

The Manager's Role in Proactive Support

At Habit Health EAP, we know that early identification and support are critical in preventing small issues from escalating into significant performance or wellbeing problems. Managers play a vital role in this process by recognising changes in behaviour or performance and connecting employees with the right support.

We encourage managers to use the Habit Health EAP Mental Health Continuum as a simple, visual tool to help managers and employees recognise where someone may be on their well-being journey, and what support is most appropriate at each stage. The Continuum shows that mental health is not a fixed state of "well" or "unwell." Instead, people move along a spectrum:

Healthy (Green) – Employees are thriving. The focus is on keeping them well through proactive wellbeing initiatives like webinars, workplace health events, and growth opportunities.

Stretched (Yellow) – Early signs of stress appear: fatigue, distraction, or changes in behaviour. Managers and peers can spot these changes, encourage conversation, and connect staff to light-touch support such as onsite help or health navigation services.

Struggling (Orange) – At this stage, employees are finding it hard to cope. The focus is on reassurance, listening without judgment, and connecting them quickly to Habit Health EAP for targeted support (e.g., mood, trauma, ADHD, addiction, or cultural wellbeing services).

Unwell / Crisis (Red) – Here, safety comes first. Managers and colleagues need to act quickly by linking individuals directly to 24/7 EAP crisis counselling or emergency services as a simple, evidence-based resource to guide early recognition.

Supporting Teams using the Mental Health Continuum

Periods of organisational change and uncertainty can place employees at different points on the Mental Health Continuum. Managers play a critical role in stabilising the environment, recognising shifts, and responding appropriately.

During Change and Uncertainty

Managers can reduce stress and uncertainty by:

- **Healthy (Green)** – Setting realistic deadlines

and priorities, reinforcing balance and wellbeing to keep employees thriving.

- **Stretched (Yellow)** – Demonstrating consistency, fairness, and commitment, so staff under pressure feel supported and valued.
- **Struggling (Orange)** – Remaining available, approachable, and willing to listen, offering reassurance and clarity. This builds trust and opens the door to EAP support.
- **Unwell (Red)** – Acting quickly to ensure safety and connecting staff immediately to Habit Health's 24/7 counselling and crisis services.

Performance and Support in Action

Managers support performance by linking actions to the Continuum:

- **Green / Yellow** – Set and communicate clear standards, encourage open conversation, and provide feedback early
- **Orange** – Document observable changes and engage in supportive, timely conversations. Work together to establish realistic improvement guidelines and timeframes
- **Red** – Prioritise safety. Use Habit Health EAP referral pathways to connect employees to professional help, then work alongside them in reintegration planning
- **Interpersonal Skills for Effective Support**
- **Habit Health equips leaders with the skills to act appropriately across the Continuum:**
- **Green** – Use tact, empathy, and encouragement to sustain wellbeing
- **Yellow** – Be assertive but not aggressive, set boundaries while showing understanding
- **Orange** – Listen effectively, show empathy without over-identifying, and confidently encourage EAP engagement
- **Red** – Respond calmly, communicate clearly, and ensure the employee is connected to urgent support



Book an appointment

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Manager's Checklist: Spotting and Responding to Performance Concerns

Watch for Common Signs of Deteriorating Performance

- Absenteeism or frequent lateness
- Excessive sick leave or repeated absences
- Drop in efficiency or productivity
- Mistakes, errors, or missed deadlines
- Poor decision-making or procrastination
- Neglecting details or accuracy
- Lapses in concentration or focus
- Forgetfulness or unreliability
- Difficulty following or recalling instructions
- Strained or poor workplace relationships
- Blaming or avoiding others
- Overreaction to criticism or showing resentment
- Requesting a change of role or responsibilities
- Neglect of personal appearance or presentation
- Accidents (work or non-work related)

Your Responsibilities as Manager Checklist

- Set and communicate clear, reasonable work standards
- Apply expectations consistently across your team
- Stay alert to changes in behaviour, performance, or attendance
- Document observable changes factually and objectively
- Use documentation as a basis for supportive conversations
- Agree on guidelines and timeframes for improvement
- Provide genuine opportunities and resources for improvement
- Take appropriate steps to correct concerns, involving Habit Health EAP where appropriate

We're here to guide you

If you notice these signs or are unsure how to respond, make contact with your Habit Health Relationship Manager. They can guide you through our wrap-around support services from Habit Health EAP counselling and leadership coaching to specialist wellbeing programmes ensuring both you and your employees have the right support at the right time.



Get the support you need

We're here to help you improve your overall health and wellbeing with a range of services.

✓ Counselling Sessions	✓ habithealth+
✓ Legal Guidance	✓ Financial Guidance
✓ Menopause Support	✓ Rōngoa Māori Service
✓ Health Coaching	✓ Habit Health WellbeingHub
✓ Career Guidance	

Book online: book.habit.health/eap Phone: 0800 327 669

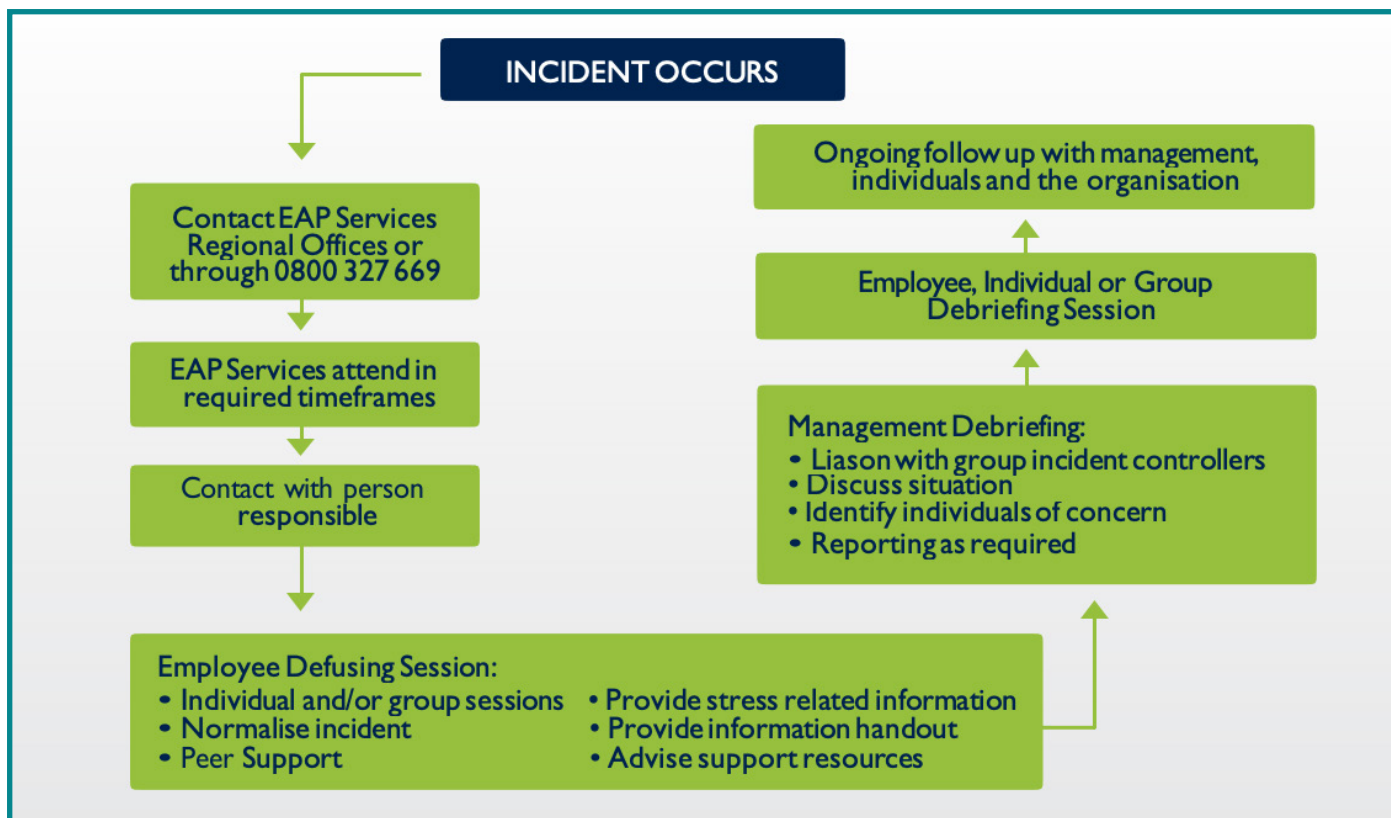


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Onsite Services

Onsite Support for Critical and Non-Critical Incident/Trauma

From time to time an unexpected or traumatic event may occur, either in the workplace or to someone associated with the workplace. A critical incident is defined as:

- A serious interruption (i.e. something you can never be prepared for) in the steady state or equilibrium of a person, workplace, community, family or group
- A threat or perceived threat to safety or life
- An event which is totally unexpected, overwhelming in its intensity and causes deep shock

Our critical incident response service is designed to provide support and assistance to employees directly or indirectly affected by a critical incident and provides discussion around:

- The nature of trauma
- Responses to and reactions to trauma
- Dealing with emotions
- Defusing and debriefing
- Self care strategies
- Support Resources

Our critical incident response service is available 24/7 and assistance can be sought by calling 0800 327 669.



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Types of Onsite Services



Trauma-based Support

- Time sensitive onsite clinician support
- Response to extraordinary event
- Alleviating symptoms is the focus
- Urgent assistance
- Manage immediate needs
- Assist with referral on



Site-based Support

- Site support by clinician
- Invited employee support
- Time is scheduled as/or when needed
- Emphasis on wellness and wellbeing checks



HR Consultation

- Change management
- Organisational issues
- Navigate HR processes
- Support restructuring
- Understanding employee concerns
- Link to advisory services
- Training options for employees



Learning Services

- Learning experience
- E-learning platform
- Advocates for upskilling
- Real time delivery & follow-up
- Needs analysis can be conducted

Specialist Services

Drug and Alcohol Counselling (Manager Referral)

Our Alcohol and Other Drug (AOD) Programme helps people to understand how their substance use is affecting their life, career goals and whānau. Employees are encouraged to take ownership of their decisions and behaviours, to make proactive decisions that align with their values and wishes, and to access information and assistance within a safe counselling environment. Counsellors will work with the staff member to confront their addiction and behaviour in a non-threatening, honest way, assisting them to understand their behaviour and its effect on their loved ones.

Psychological Fitness for Work Assessment

The objective of this service is to assess the psychological and/or emotional capacity of the individual for work and the safety of the individual and others when at work. The report issued will outline suitability to remain at work in a full or adapted role, identifying reasonable expectations that the employer can hold regarding the ability of the employee to undertake their duties and give practical advice on management of the employee in the workplace. Assessments are completed by a psychologist who will review personal health information, work related data and policies, environmental factors, social factors and whānau support to gather as much information as possible so that a fully informed plan is generated.

The habithealth+ app

Our app delivers personalised recommendations on how staff can stay healthy and care for themselves. The app works in tandem with our wide range of professional support and features prompts and notifications to increase motivation, providing 24/7 support. With habithealth+ your team can manage their health on the move, customise notifications and set up regular check-ins. habithealth+ allows you to book with a counsellor or other professional and access support and advice. The app integrates with other devices to support physical wellbeing including sleep and nutrition. Staff can easily download the app themselves and get going within minutes.

Habit Health WellbeingHub

The Habit Health WellbeingHub provides resources to support the physical and mental health of your team. From managing personal health and fitness, to relationships in the workplace - the hub has a range of resource to support your team. Staff can work through resources in their own time and at a pace that suits them. The Hub also

includes additional resources in the form of videos and interactive worksheets. Workplace wellness tools help to build trust within your organisation, enhancing productivity and reputation. Developed by our team of experts, Hub resources are tailored to New Zealand work culture and created by clinical professionals to ensure credibility and relevance. Our team can also personalise the WellbeingHub to reflect your organisations wellbeing goals and specific needs. Ask us about how we can make this work for your team.

Menopause and Andropause Support

Eight in ten women and four in ten men will experience difficult symptoms in perimenopause, menopause, and andropause. We provide support for individuals, teams, and managers. Training includes information about the impact of menopause and Andropause within workplaces. This service supports people to have open and

honest discussions about menopause in the workplace. Our team will also cover how to create a positive menopause/andropause culture, including policies and protocols.

Health Coaching

Our health coaching service empowers your team to achieve optimal wellbeing with

personalised support with a range of services available. We provide tailored strategies and expert motivation to help you build sustainable habits, improve health, and live a vibrant, balanced life. Service include: Fitness Coaching, Nutritional Support, Sleep and Fatigue Health Coaching, QuitHelp - Smoking and vaping, Healthy Heart - Cardiovascular coaching, and Headache and Pain management.

Adult ADHD Assessment

Habit Health EAP offer a private Attention Deficit Hyperactivity Disorder (ADHD) assessment to evaluate whether you meet the criteria of ADHD and to understand how ADHD symptoms may be impacting your daily life. ADHD is a neurodevelopmental condition that affects focus, organisation, impulse control, and executive functioning. While it is often diagnosed in childhood, many adults may not realise they have ADHD until later in life, often after struggling with symptoms for years. Our Senior Clinical Psychologist is qualified and experienced to assess your ADHD symptoms to ensure a thorough understanding of your unique challenges and strengths. health coaching service empowers your team to achieve optimal wellbeing with personalised support with a range of services available.

Please contact us if you would like to learn more about our services.

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Customised Training

Learning and Development Services

Our team offer wellbeing packages and customised programmes to help your team learn and grow. Plans can include webinars with speakers or virtual learning modules. We can facilitate group training sessions in person or virtually to address your workplace issues.

Habit Health EAP offers a unique combination of individual and group training programmes, designed to assist employers to identify and manage risk in the workplace.

From employee non-performance and inappropriate workplace behaviours to professional and personal development, we are able to provide a range of customised solutions to fit all industries and occupations.

We can adapt a programme and its delivery to suit you, your timeframe and your budget. A dedicated Project Manager is appointed to manage your training solutions.

Current training programmes include:

- Building Positive Relationships
- Career assessment
- Career Transition
- Conflict Resolution / Mediation
- Critical Incident Management
- Depression Awareness and Dealing with Anxiety
- Dealing with Distress in Others
- Dealing with Drug and Alcohol Problems
- Dealing with Grief and Loss
- Harassment and Bullying Awareness
- Interviewing for Competence
- Leadership
- Life/Work Balance
- Managing and Coping in Times of Uncertainty and Change
- Managing Pressure and Building Resilience
- Managing your Money
- Moving Ahead - Surviving Restructure / Living with Change
- Peer Support Management
- PIRT Management
- Positive Parenting
- Retirement Planning
- Trauma Management

Nurturing Talent

A range of individual and group services designed to assist organisations to retain and develop employees.

Leadership and Mentoring

Leadership Mentoring is a facilitated process designed to enhance, develop, and maintain functionality in the workplace. It can be provided on an individual or group basis. This can be used by employees at any level of the organisation but is typically targeted at managers, team leaders and supervisors. Employees who utilise this service will receive support to build on their strengths and capacity. Sessions are offered on a regular basis with an agreement between the respective staff member/s and the organisation in place to allow for confidentiality and management of sensitive information. This process is suited to staff who have responsibilities for others as well as those with high level roles. Staff in group settings can be assisted within the context of group dynamics. In

HR Consultancy Services

We can help you with a range of HR issues including Conflict Resolution and Meditation, managing difficult behaviour workshops, and facilitated education for managers on a variety of issues. We have a specialist HR consultant who will facilitate both individual support, group discussions, professional mediation services and a wide variety of learning opportunities for HR related issues.

Manager Assist

Our account managers and clinical experts are available to discuss situations where the manager may have a concern about an employee's behaviour in the workplace but are unsure of the best way to provide help or manage the situation. We will give advice and guidance on avenues for support whether this be individual counselling for the employee, implementation of a manager referral programme, education for the manager on how to handle challenging conversations and behaviour or referral to other sources of support.

Conflict Resolution

A customised programme designed to provide participants with effective conflict resolution strategies including win-win conflict management techniques, conflict resolution processes, conflict style self assessment and assertion versus aggression strategies.



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Performance Management

The provision of business relevant, user-friendly and effective strategies for those required to undertake performance assessments, performance monitoring and managing poor performance, with a compliance focus to minimise organisational risk.

Development and Transition

The key benefit of any Career Programme, individual or group, is ensuring that participants are supported through any type of transition process and through the provision of leading edge strategies, including on-line web based tools, are able to make informed decisions in regard to their careers.

This benefits employers as well as employees, with improved employee retention and productivity through improved decision making. Habit Health EAP delivers:

Career Counselling Services

We also provide advice for individuals around career progression and future steps, including interview skills, development of a CV and cover letter, advise on career directions and what is most suitable for your specific skill set/ personality traits, identification of transferable skills, understanding your key motivators. These services are organised by the manager.

Career Transition Services

Our career counsellors assist employees to reframe their current life situation. Employees may wish to be more resilient when changes beyond their control occur, or perhaps a promotion is causing stress, creating a need for professional coaching. Work/life balance discussions can be helpful when employees are struggling to cope with multiple demands.

Ethics and Compliance Reporting Programme (Optional Supplementary Programme)

Ensuring staff are happy and healthy at work is the driving purpose of Habit Health EAP. If staff feel that there is behaviour at work that is at odds with the company culture or something dishonest or wrong is occurring it can affect their wellbeing. The Whistle-Blower Hotline is an independent service operated by Habit Health EAP. The hotline can be contacted to report dishonesty or unethical behaviour, such as suspected theft, actions damaging the safety or quality of products or services, harassment, workplace safety hazards or unsafe practices.



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