

## Family issues

- conflict with partner, children or parents
- ill-health or disability

## Personal issues

- anxiety and depression
- substance abuse – drugs or alcohol
- financial or health difficulties

## How do I use the EAP services?

The Employee Assistance Program provides up to four sessions free of charge. You might find that you need all four, or you might only need a couple. The number of sessions you use is up to you and your counselor. If you feel that you need support after four sessions you can always choose to carry on working with your counselor for a while longer by funding the sessions yourself. Alternatively you can explore other ways of finding the support you need with your counselor.

Counseling sessions are available during and after working hours. The sessions normally last for 45- 50 minutes and take place at the counselor's office, usually on a weekly basis. Other arrangements such as telephone consultations are also possible.

## Confidentiality

The Employee Assistance Program service are totally confidential. No-one can demand to know your identity or what you discuss within a session.

# Mentalfitness

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A Life you Choose



Employee Assistance Program

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# Employee Assistance Program

## Who we are

Mentalfitness is a Geneva based organisation which provides Employee Assistance Programs, Coaching and Counseling Services. Our staff consists of professional counselors holding a Master of Arts degree in Counseling and are members of the American Counseling Association. In addition, our counselors have worked extensively in multinational organisations across Europe in a variety of business environments.



Our Employee Assistance Program has two main objectives: to provide professional counseling to employees and to assist organisations in reducing factors that adversely affect performance. Mentalfitness works closely with companies to design the type of service that best suits the organisation and its employees.

As part of the service contract, the Employee Assistance Program provides an independently managed, confidential support service, available to all members of a company's staff. This service offers individual counseling free of charge and is accessed directly and privately through a help-line, accessible by telephone and e-mail.

## Counseling – Is It For Me?

We may all face crises at some point in our lives and this may be a time to seek help through counseling. It may be worries at work, feeling stressed, anxious about your children or parents, not getting on with your partner or simply feeling 'down' for no obvious reason. The aim of the service is not only to provide employees with support at times of crisis but to also prevent difficulties developing into a crisis or burn-out.

Counseling offers privacy, confidentiality and the help of a skilled professional. Counselors are trained to listen attentively and objectively. They have the knowledge, skills and experience to help you understand yourself and your situation in a broader perspective. They can help you acquire greater insight into what is happening and explore possible solutions.

## Making an appointment

To book an appointment you can call us and leave your name and a telephone number where you can be reached, either at work or home. Messages are checked regularly and you will be called back as soon as possible. Return calls are made with discretion and sensitivity to protect the caller's privacy. Once you have talked through what is troubling you, if you feel you have a need for further support, we will schedule an appointment to see a counselor at a time convenient for you. Counseling sessions usually take place at our office.

## How does counseling help?

Counseling provides the opportunity to talk in a totally confidential environment with a professional who is trained to help you explore what is troubling you. The majority of people start counseling with a specific issue to address, but you do not need to be in a crisis to benefit from counseling.

Examples of reasons that bring people to counseling are perhaps a feeling that something is not quite right in one's life, or that they could be performing better at work or be in more satisfying relationships. The counseling process can help clarify the underlying issues, identify the causes of distress and explore new options and ways of dealing with one's concerns.

The primary purpose of the consultation process is to evaluate sources of difficulty and establish goals for change and a clear action plan. The outcome is that clients realise their strengths and develop the resources to change things, thereby creating more of an equilibrium in their life.

The consultation process is carefully tailored to clients' specific needs. A wide range of issues can be explored.

## Work related issues

- stress or feeling overwhelmed
- problems with colleagues
- loss of motivation
- coping with the impact of changes