Performance problems continue.

Manager becomes aware of an employee job performance or conduct problem.

Informal discussion with the employee.

Manager documents performance issues and has corrective discussions with the employee.

Manager contacts EAP; may consult with Human Resources before or after contacting EAP.

Manager discusses EAP referral with the employee.

Employee receives assistance from EAP or is referred to other resources.

Informal referral or mention of EAP if employee says personal issues exist.

Employee **rejects** EAP referral.

Employee **rejects** EAP recommend-dations.

Positive Outcome

Performance problems **resolved**.

Continued observation and documentation.

Employee's personal issue that affected job performance is **resolved**.

Disciplinary Action

Performance problems continue.

EAP Referral Flow Diagram