



Here4TN management resources

Management consultations

Licensed clinicians and emotional wellbeing specialists can help managers with workplace issues and provide resources to:

- Identify and manage troubled employees
- Learn to give clear and constructive feedback
- Make referrals to **Here4TN** for counseling services
- Deal with non-work issues that impact the workplace
- Build a positive and productive work environment

Critical Incident Response Services

When something sudden or traumatic happens in the workplace, it's important to take steps to ensure your workplace's safety and the employees' mental health. The professional crisis support of a Critical Incident Response Service helps employees manage their feelings and can have a very positive impact on morale and productivity.

Critical Incident Response Services are led by trained **Here4TN** Emotional Wellbeing Solutions counselors with quality experience in helping traumatized people who may need intervention services, such as group critical incident response sessions. Counselors can provide assistance to managers and employees.

To learn more about Critical Incident Response Services and example situations to determine if you may need a critical incident response session, call **855-Here4TN** (855-437-3486).

Trainings

Here4TN offers interactive and professionally delivered training programs on a variety of topics related to workplace issues and work-life balance. Delivered by Optum's Training Department, these training sessions include:

- Professional development programs
- Consultation services (to learn which training programs are most appropriate)
- Onsite trainings
- Webinars

Manager emails

As a supervisor, you face many challenges, large and small. Helpful information can be received bimonthly by email regarding specific manager resources.

Ensure your email address is up to date in Edison to receive these emails. It's easy! Just go to "Self Service" and choose "My System Profile" and then "Change or Set Up Email Address."

Supervisor manual

A manager's work can be challenging. Get practical tips and strategies for managing a variety of situations that will help you maintain a positive, productive work environment.

The **Here4TN** supervisor manual is filled with practical tips and strategies for managing workplace performance, maintaining a positive environment and handling critical incidents. It also shows you how the resources available from **Here4TN** can help you achieve these goals. Visit the Manager Resources page on **Here4TN.com** to learn more.



855-Here4TN
(855-437-3486)



Here4TN.com



This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.