

Manager coaching service

Sun Life Employee Assistance Program (EAP)*

**also referred to as Lumino Health Virtual Care Employee Assistance Program, provided by Dialogue.*



The Sun Life EAP can proactively support all your employees, helping them maintain and improve their overall well-being. But there's more to our EAP than personal support for employees.

It also provides additional short-term guidance and help to your people leaders through our manager coaching service. This support can help them address a range of workplace issues related to team members who report to them.

Support for the supporters

Your people leaders are often faced with challenging team and team member issues. Support in managing or resolving these issues not only helps your workplace teams. It can also reduce the stress and burden on your managers.

There are many situations in which manager coaching through our Sun Life EAP can help. At any time, people leaders can connect to an EAP expert and create a game plan for success. This can help address a wide range of issues, including:



Returns to work

The transition back to work after a leave can be stressful for both the employee and their team members. This is especially so if team roles have changed or the employee needs accommodations. In our research, 90% of managers said they would value additional support on return-to-work issues.¹ Our coaching can help.



Challenging employee situations

Employee issues can range widely, from anger management, to work avoidance, to personal hygiene concerns. Our coaching can help people leaders develop strategies for dealing with employees who disrupt team chemistry and the workplace.



Managing employees remotely

Coaching can help people leaders deal with the unique issues related to managing employees remotely. These include issues such as performance, time at work, and communication concerns.



Addiction issues

Coaching can help people leaders with strategies to steer a struggling employee to resources they may need. It can also help them address the impacts of an employee's potential addiction on team members.



Impact of a death or illness

The death or illness of a friend, family member, or colleague can have a devastating impact on individual employees. Our coaching can help people leaders support employees through this difficult time.

Our coaching service provides up to four sessions per concern.² This gives people leaders the time and tools they need to develop a strategy.

If a people leader wants an employee to receive EAP support, the EAP expert can further this referral. They'll provide the manager with advice and resources to help encourage employees to reach out for help.

Of course, like other employees, people leaders are free to use the Sun Life EAP to address their own personal issues too. EAP experts can provide employee support for:



Mental health



Legal



Finance



Family and relationships



Work and career

Contact your group benefits representative for more information.

¹ Healthy returns – Supporting employees who have returned to work after a disability leave. <https://www.sunlife.ca/content/dam/sunlife/regional/canada/documents/gb/ipsos-report-2024-tl1006.pdf>

² A concern is defined as a case. You can use the service(s) for an unlimited number of concerns/cases, with session limits applicable to each concern/case.