



Manager coaching service

Sun Life Employee Assistance Program (EAP)*

Our Sun Life EAP is a valuable resource for everyone in your workplace. But if you're a manager, the program can provide additional support for challenging team-related situations and issues.

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



Support for the supporters – our manager coaching service

Our confidential manager coaching service is there when you need it. It can provide you with critical short-term advice and guidance. These supports can help you address a range of workplace issues related to team members who report to you.

At any time, you 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 other members of your team. 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



Challenging employee situations

Employee issues can range widely, from anger management, to work avoidance, to personal hygiene concerns. Our coaching can help you develop strategies for dealing with employees who cause team or workplace disruptions.



Managing employees remotely

Coaching can help you 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 you with strategies to steer a struggling employee to resources they may need. It can also help you address the effects 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 you support employees through this difficult time.

Our manager coaching service provides you with up to four sessions per concern. This gives you the time and tools you need to develop a strategy.

And if you think an employee could benefit from EAP support, our EAP expert can help you further this referral. They'll provide you with advice and resources to help you encourage employees to reach out for help.

Of course, like other employees, you can use the Sun Life EAP to address any of your own personal issues too. EAP experts can provide support for:



Mental health



Legal



Finance



Family and relationships



Work and career

You can read more about the services included with your Sun Life EAP by visiting [sunlife.ca/lumino-eap](https://www.sunlife.ca/lumino-eap).

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>