



How to Talk to Employees

About the Employee Assistance Program (EAP)

As a USPS leader or peer, you help create a supportive workplace. One way is by guiding employees to resources like the EAP, which supports personal and work-related concerns. This guide offers respectful, easy steps to talk about the EAP and promote well-being without judgment or pressure.

Choose the Right Setting

- Speak with the employee in a private, respectful, and safe space.
- Ensure the conversation remains confidential and the employee feels comfortable.

Normalize the Conversation

- Present the EAP as a routine resource available to all employees.
- Emphasize that the EAP can support everyday concerns—not just emergencies or crises.
- Reinforce that reaching out for support is a sign of strength and proactive self-care.

Emphasize Confidentiality

- Clearly state that EAP services are confidential* and not shared with USPS management.
- Reassure the employee that supervisors and managers do not receive information about what is discussed in EAP sessions.

Focus on Support, Not Discipline

- Do not present the EAP as a consequence of poor performance or behavior.
- Use supportive, encouraging language, such as: “The EAP is here to support you.” or “Many employees find it helpful to talk with someone outside of work.”

Provide Practical Information

- Share clear information and instructions on how to access the EAP—by phone or web.
- Offer to provide additional support—but let the employee choose whether or not to use it.

Follow Up Respectfully

- If appropriate, check in later to see how the employee is doing—without asking if they used the EAP.
- Keep your door open and continue to offer support.

*EAP counselors have master’s degrees and are licensed professionals. Your privacy is protected by strict federal and state confidentiality laws and regulations and by professional ethical standards for counselors. Information you share with the EAP may not be released to anyone without your prior written consent, except as required by law (e.g. when a person’s emotional condition is a threat to him or herself or others, or there is suspected child or elder abuse) or the issuance of a court order upon a showing of good cause.