



USPS leaders play a key role in shaping how the Employee Assistance Program (EAP) is perceived by their employees.

Presenting the EAP as a Supportive, Non-Punitive Resource

The EAP is a confidential*, voluntary resource designed to help employees navigate personal, professional, and everyday challenges. However, its value can be overshadowed if it's perceived as a disciplinary tool rather than a source of support. By consistently presenting the EAP as a benefit—not a consequence—you can help foster a workplace culture rooted in trust, care, and well-being.

Why the EAP Can Feel Punitive—And How to Change That:

Sometimes the EAP is introduced during performance issues. While well-intended, this can make it seem like a corrective measure instead of a supportive benefit. Over time, that perception can lead to hesitation.

Leaders can help shift this perception by talking about the EAP regularly—not just during times of crisis. When the EAP is seen as a tool for everyday support and wellness, employees are more likely to use it.

Why Supportive Framing Matters:

Reduces stigma: Employees are more likely to seek help when they understand that using the EAP is not tied to disciplinary action.

Promotes well-being: The EAP supports a broad range of concerns, including stress, financial difficulties, family matters, and health challenges.

Builds trust: When supervisors introduce the EAP positively, employees feel respected and supported.

By promoting the EAP as a valuable, confidential resource, supervisors foster a safer, healthier, and more productive workplace. Contact the EAP for additional guidance and further support.

Framing the EAP Positively:

Use Supportive Language:

- Present the EAP as a voluntary wellness benefit, like health insurance.

Normalize Usage:

- Share that many use the EAP for everyday needs.
- Reinforce that it's open to all, anytime.

Reinforce Confidentiality:

- Stress that all EAP use is fully confidential.
- Clarify supervisors don't get personal details.

Encourage, Don't Pressure:

- Offer the EAP as an optional support tool.
- Avoid linking it to performance or discipline.

*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.