

Supervisors **Lead the Way**

Supporting EAP Awareness

Supervisors are often viewed as the steady hand on a team—problem solvers, decision makers, and the people others rely on when challenges arise. In many ways, they set the tone for how a workplace functions each day. Employees look to supervisors for direction, reassurance, and stability, especially during busy seasons or unexpected disruptions.

But strong leadership doesn't mean carrying everything alone. In fact, one of the most powerful examples a supervisor can set is knowing when to ask for help.

Asking for support isn't a weakness. It's a leadership skill.

A long-standing belief in many workplaces is that leaders must always have the answers. Supervisors may feel pressure to appear composed, decisive, and self-sufficient at all times. While confidence and accountability are essential, leadership is not about absorbing stress in silence. It is about making thoughtful decisions, using available resources wisely, and modeling healthy behaviors for others.

When supervisors show that it's okay to seek guidance, clarity, or emotional support, they set the tone for the entire workplace. They send a clear message: taking care of yourself is part of doing your job well.

Why this message matters now more than ever

Postal supervisors manage complex responsibilities every day—operational demands, staffing challenges, performance issues, customer expectations, and shifting priorities. They support employees through personal hardships while also meeting organizational goals. Balancing these responsibilities requires resilience, patience, and strong communication skills. It also requires support.

That's where the Employee Assistance Program (EAP) comes in.

The EAP is a resource designed to support employees and their families through life's challenges. It provides professional, confidential assistance for a wide range of concerns. Supervisors play a critical role in ensuring employees understand that this resource exists—and that it is both safe and encouraged to use.

A simple, clear message is often the most effective:

- **The EAP is free.** There is no cost to employees or their household members.
- **It is confidential.** No one at USPS is notified when someone uses the EAP. Ever.
- **It is available 24/7.** Support is just a phone call away, any day, any time.

These three points—free, confidential, available 24/7—remove many of the barriers that prevent people from seeking help. Cost concerns disappear. Fears about workplace repercussions are addressed. Scheduling limitations are minimized. With these concerns out of the way, employees can take the first step toward support.

EAP helps employees navigate life's challenges

Whether someone is dealing with stress, relationship concerns, financial issues, caregiving challenges, grief, or simply feeling overwhelmed, the EAP provides professional assistance in a safe, private environment. Often, employees aren't sure where to turn when personal challenges begin affecting their focus or well being. Supervisors, by simply sharing accurate information, can bridge that gap.

Supervisors are the link to resources

Having a clear, confident understanding of the EAP makes conversations easier. Instead of feeling unsure what to say, supervisors can keep it simple:

“You don't have to handle this alone. EAP is free, completely confidential, and available 24/7.”

This clarity removes hesitation—and stigma. When supervisors confidently explain the EAP, employees are more likely to use it. Early support can reduce absenteeism, improve focus, strengthen morale, and help maintain team cohesion. It reinforces a workplace culture built on care, respect, and trust.

EAP is for supervisors, too

The EAP isn't only for the employees supervisors lead—it's also available for supervisors and their household members. Leadership brings unique pressures. Supporting team members in crisis, navigating performance challenges, meeting deadlines, and balancing personal responsibilities can take an emotional toll.

Supervisors are not immune to stress simply because they lead others. In fact, the responsibility

of caring for a team can intensify personal strain. Having a confidential, professional resource available at any time can provide reassurance, perspective, and relief. Seeking support allows supervisors to show up more fully for their teams—and models a powerful truth: seeking help is a sign of strength.

Leadership sets the tone

A healthy workplace culture starts at the top. When supervisors normalize asking for help and actively promote EAP, they create an environment where employees feel safe reaching out before challenges escalate. That sense of psychological safety strengthens communication, trust, and team resilience.

Supervisors are not expected to solve every problem. They are not counselors, financial advisors, or crisis specialists. Their role is to lead, guide, and connect employees with the right resources. Knowing about the EAP—and feeling comfortable sharing that information—is a practical and meaningful leadership tool.

You don't have to have all the answers. You just need to know that support is available.

The EAP is free.

It's confidential.

It's available 24/7.

For more information about available services—or to speak with someone confidentially—contact the Employee Assistance Program 24/7.

**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.*