

# Help concept

Are you worried about your employees? Talk with them about it.

This discussion guide will help you address behavioural changes early on and take appropriate measures. Plan sufficient time and find a quiet location for every discussion.

## **Would you prefer to receive**

**advice?** We would be happy

to help you further at

[health.management@helsana.ch](mailto:health.management@helsana.ch)

## **1. Pay attention**

Pay attention to changes and take them seriously.

## **2. Take initiative**

Speak about the changes to the person concerned and offer concrete support.

## **3. Take the lead**

If there is no improvement, take the lead and agree on clear objectives.

Express to your employees your clear expectation that they will seek help.

## **4. Management responsibility**

Find a balance between demands and encouragement. Remain patient, understanding, caring and flexible, but also stand by your performance requirements.

## **5. Call in experts**

Call in experts as early as possible. This will be a great relief for you and for the employee concerned.