



Manager Support Program (MSP)

We assist you in making informed decisions to manage your team's psychosocial risks and build a work environment that proactively supports mental wellbeing.

WHAT IS THE MSP?

The **Manager Support Program (MSP)** provides leaders with support specifically relating to their role as a leader, such as the performance and wellbeing of their team members, work relationships or organisational change.

This program is designed to complement other internal human resources support and EAP counselling that the leader may access for their own personal issues.

HOW CAN THE MSP HELP LEADERS?

The MSP can benefit leaders in developing the strategies and confidence to tackle the more challenging people management situations, especially those involving emotional responses and wellbeing.

The MSP provides a resource for leaders to call an independent and experienced professional to plan effective responses, and gain specific feedback and guidance on their approach.

Common reasons leaders access the MSP include:

- Identifying signs of stress and mental illness in their staff
- Managing staff members identified as at risk of harm
- Encouraging staff with high needs or 'reluctance' to attend the EAP or appropriate support (including formal Management Referrals)
- Referral information for accessing other support options available through our Organisational Development Team (e.g. mediation, coaching, training)
- Supporting staff who are on sick leave or a return-to-work plan
- Strategies for providing effective feedback to staff and managing potentially difficult conversations
- Managing performance issues or conflicts within the team
- Change management
- Building more effective teams
- Optimising interpersonal relationships with your team
- Staying vitalised as a leader – self-care and resilience



How do I access the MSP?

To access the MSP please call **1800 505 015 (AU)** or **0800 464 387 (NZ)** to arrange a phone consultation with our Senior Triage Psychologists.

The MSP is fully confidential and is funded as part of your organisation's Employee Assistance Program (EAP).

The leader is guaranteed timely access to the MSP, with experience showing that one or two sessions (e.g. 15–30 minutes) are adequate for most situations. Our MSP program is predominantly provided by phone. Alternatively, face-to-face contact may be available where there is a complex situation.

The MSP is designed to provide focused, timely guidance for leaders. If more specialised advice is required, a referral to our Organisational Development Services may be offered in which leadership coaching or tailored training programs could be discussed as additional options to the leader.

