

Choosing an EAP



To ensure that an EAP works effectively it is important that the service design, objectives and delivery methods are compatible with the culture, needs and priorities of the purchasing organisation. Selecting an EAP is about choosing a long-term partner to enhance employee productivity, performance and wellbeing. Aspects to consider when choosing an EAP include:

	Validium
High quality standards. Audited ISO accreditations	✓
Easy free employee access - 24 hours a day	✓
Multiple access routes (telephone, online, etc..)	✓
Integrated and wide-ranging life management services	✓
Dedicated manager support service	✓
Free access to a well developed and robust network of professionals	✓
A well defined clinical approach in line with NICE guidelines	✓
Clear confidentiality boundaries and professional ethical guidelines	✓
A dedicated account manager	✓
Consultative account management to achieve measurable results	✓
Comprehensive launch planning and implementation activities	✓
Data mining, benchmarking and multiple usage measurements specific to your organisation	✓
Ongoing marketing and promotion	✓
A real return on investment reflected by good usage rates	✓

In addition to the above, it is crucial to consider the nature of the working relationship that you want to establish with the EAP provider. Open, flexible, proactive and enthusiastic management styles are more likely to deliver an effective EAP service that will engage well with your workforce.

Talk to existing customers of EAP providers about their experience to find out if the EAP is the right fit for your organisation.

