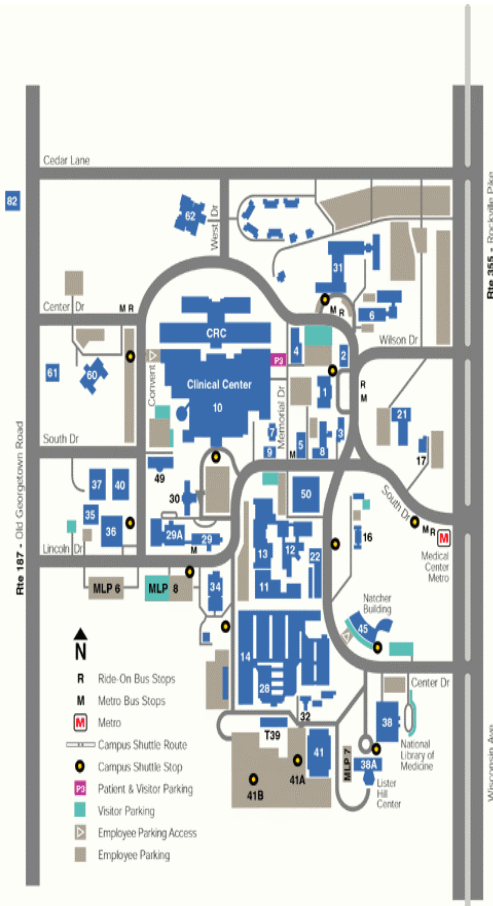


We are here



**located in Bldg 31, Room B2B57  
9000 Rockville Pike  
Bethesda, MD 20892**

**Phone: (301)496-3164**

**Fax: (301)496-3845**

**<http://www.nih.gov/od/ors/ds/eap>**

**The NIH Employee Assistance Program (EAP)  
Is open Monday through Friday  
From 8:00 a.m. to 5:00 p.m. E.S.T.**

## **What Is the NIH Employee Assistance Program (EAP)?**

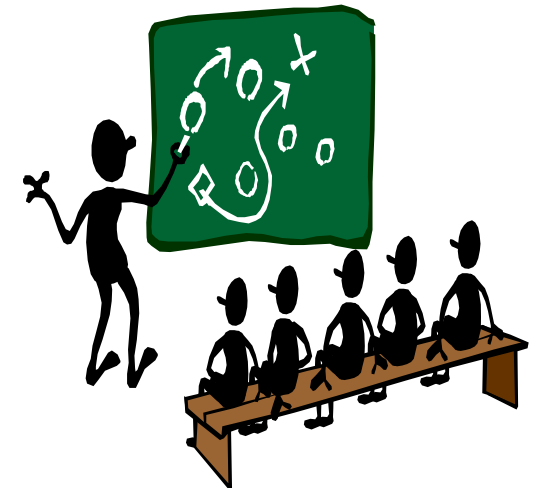
The most important asset of NIH is its' employees. Both you and the organization benefit when programs like EAP are available to assist with concerns that may affect the quality of your work and family lives. We all experience personal and work concerns from time to time and we know that many situations improve with access to professional consultation. The EAP is a confidential service that was established at NIH 20 years ago to respond to these types of issues. Supervisor and managers may also seek the guidance of a consultant to determine the appropriateness of referring employees who might be experiencing work performance and conduct changes due to personal issues.

The EAP consultants provide a variety of services including:

1. Assessment
2. Consultation
  - Confidential Personal Assistance
  - Organizational Job Coaching
  - Personal Growth and Development
  - Problem Solving with Individuals & Groups
3. Crisis Intervention
4. Short-term Counseling
5. Disability Management
6. Referral
7. Information & Resources
8. Follow Up
9. Training
10. Workshops
11. Seminars

The NIH EAP is staffed by social workers and professional counselors who have graduate degrees and licenses or certification in the field of employee assistance.

# **THE NIH EMPLOYEE ASSISTANCE PROGRAM (EAP)**



## **JOB COACHING**

## **Job Coaching**

The world of work has changed dramatically. Some recent changes in the workplace have resulted in increased workloads, increased stress associated with deadlines, and decreased supportive interaction with supervisors and coworkers. In addition to changes in the workplace, the abilities, skills, and attitudes of workers of all ages are changing across time. It is difficult to stay on course in a changing world that seems to be going in a hundred directions at once. It is difficult to remain focused on personal and organizational goals and it is easy to lose track of your potential contributions to the organization.

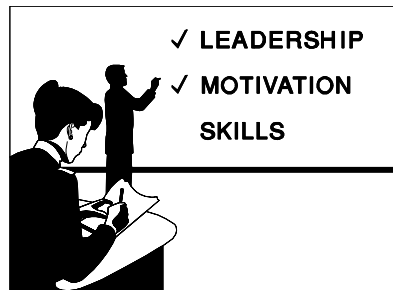
By stopping to take a look at yourselves and the way you observe or perceive your world, and act on your world, you have the possibility for both renewing your potential, and for modifying recurrent patterns of behaviors in the work world that limit your job satisfaction- and your well being. Job coaching is an EAP service that presents an opportunity for you to slow down and consider your options for dealing with work and personal issues. Job coaching is oriented to helping you become a new observer of the world of work and yourselves in action.

The coaching process involves three basic steps:

1. Looking inward (self-insight) - assessment and feedback.
2. Looking outward (work focus) - institute, department, specialty information and realities.
3. Looking forward (action plan) - goals and implementation.

## **Skill Questions: Inquiries About Skills To be Developed in the Coaching Process.**

1. What do I need to unlearn?
2. What new information do I need?
3. What new technical skills do I need?
4. What new communication skills do I need to learn?
5. What new behaviors do I need to learn and practice?
6. How do I increase my personal competence?
7. What resources do I need to pull together as part of an action plan?



## **Personal Discovery Questions: To Find New Insights Into Your Work Situation, Engage In a Process of Self-inquiry**

Where do you want to make a difference at work?

What do you value most in your relationship with others at work?

How are you about doing what you say you will do?

What works for you when you are successful at making changes?

Where do you usually get stuck?

What motivates you when you get stuck so that you can get back on course?

How do you deal with disappointment or failure?

*For more information about resources for the coaching process, contact the EAP at 301-496-3164.*