A Systematic Approach to Training and Education of Employee Assistance Professionals
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Presentation Outline
- Overview of Current EAP Development in China
- Key to EA future in China: building professional competence
- A New Vehicle for Building EA Competence: the Shengxin Institute
- EA Professional Development Model

Overview of Current EAP Development in China
Forces Fueling Growth of China EA Market
- Government forces: “Healthy China 2030” initiatives, emphasizing mental health, especially for working population
- Employer forces: Organization changes, risk management, productivity, demographic changes
- Individual needs: health awareness, weakening traditional support system due to urbanization

Limiting Factors in China’s EA Development-Inadequate Trust in the Profession
- Inadequate trust from employers
- Inadequate professional competence
Key to EA future in China: building professional competence:

- Knowledge
  - EA as multi-disciplinary field

- Skills-Experience
  - Consultation with managers & employer representatives
  - Working with employees-counselling, training, critical incidents

- Ethics-Standards
  - Potential conflict of interest involving employers and employees
  - EA professionals play different roles from social workers, clinicians etc.

EA Professional Knowledge and Skills

A EA professional doesn’t need to be expert in all areas, but needs to understand the basics to converse with experts.

A New Vehicle for Building EA Competence in China
Shengxin International EAP Institute

- Founded in March 2018 by industry experts
- First Class started May 2018
- 200 students taking classes at this moment
- Students have found positions as EAP affiliates and staff
- Training + Experience + Work Opportunities
**Character-Ethics**

**Knowledge**

- Professional ethics
- Scope of practice
- Professional standards
- Organization behavior & health
- Individual behavior & health

**Skills-Experience**

- Coaching & counseling
- Team building
- Assessment & research

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**EA Professional Development Model**

**Shengxin EAP Institute**

- Basic Classes
- Special

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**Shengxin’s Training Approach: Training + Experience + Work Opportunities**

- Graduates are encouraged to pursue CEAPA credential with EAPA
- 54 hours experience building/practice
- Three streams (specialties) of training: EAP counseling, training, account management
  - 45 hours online instructions +16 hours mentoring
  - EAP Basics
  - 30 hours online instruction +15 hours mentoring

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**Work underway and future directions**

- Building a body of professional knowledge
  - Introducing English-language resources to Chinese audience
  - Accumulating and organizing Chinese-language materials
  - Person-to-person exchange with international peers

- Gaining real-world experiences
  - First-hand experience in working with employers and employees-practicum
  - Professional networking
Thank you!
From Challenge to Opportunity: Managing to a Successful Workplace Outcome

Overview

- Case One – Dave Nix, LPC, MAC, CEAP
- Case Two – Laura Jacobson, LICSW, CEAP
- Case Three – Kaoru Ichikawa, PhD, LCSW, CEAP
- Case Four – Maria Lund, LPC, LEAP, CEAP
Case One

Employee on a PIP with Suicidal Ideation

- Dave Nix

During a performance meeting, an employee expressed to manager an intent to kill herself
- Manager sent employee home for the day
- Expressed resistance to inpatient treatment, considered IOP
- Facilitate safe and respectful termination

Case One Resolution

- Connect with appropriate treatment program
- Ongoing monitoring and continued assessment

Questions

- What were your initial concerns regarding this case?
- How did you determine which organizational department to involve in the case?
- What was the long-term outcome of this case?
- Did this case precipitate any policy or business changes?
- Looking back, is there anything that you would have done differently?
Case Two

Formal Referral of HR Business Partner
- Laura Jacobson

- Performance Improvement Plan
  - Work performance concerns
  - High emotional reactions
  - Move work to others

- HR Business Partner files complaint against Director
  - Liability concerns
  - Mediation & Counseling

Case Two Resolution

- HR/Management Consultation
- Mediation Services
- Case monitoring

Questions

- What were your initial concerns regarding this case?
- How did you determine which organizational department to involve in the case?
- What was the long-term outcome of this case?
- Did this case precipitate any policy or business changes?
- Looking back, is there anything that you would have done differently?
Case Three

Manager Verbally Harassed by Department Head

- Kaoru Ichikawa

- EA consultation, guidance, accessing key players
- Strict guidelines for anti-harassment
- Company expectation to protect high performer

Case Three - Resolution

- HR/Management Consultation
- Finesse the circumstances for all parties

* The names of people and company names are not real for confidentiality purposes.
Questions

- What were your initial concerns regarding this case?
- How did you determine which organizational department to involve in the case?
- What was the long-term outcome of this case?
- Did this case precipitate any policy or business changes?
- Looking back, is there anything that you would have done differently?

Case Four

Employee Arrested for Domestic Violence

- Maria Lund

- Safety concerns of co-workers
- Supervisory Referral to EAP, although no clear goal
- Company expressed desire to terminate

Case Four - Resolution

- HR/Management Consultation
- Guidance toward sticking with policies
- Guidance around potential for violence
- Counseling services
Questions

- What were your initial concerns regarding this case?
- How did you determine which organizational department to involve in the case?
- What was the long-term outcome of this case?
- Did this case precipitate any policy or business changes?
- Looking back, is there anything that you would have done differently?

Thank you for participating!