



General case studies

Case Study 1 - Jean

Jean had bought a new car from a garage. Within a few weeks, problems started to arise. He complained to the garage many times and they became less and less helpful. Eventually, Jean was unable to use the car at all.

Because of this, Jean's work was suffering. The car was constantly on his mind so his mind was not on his job. He also had no easy way to get to work. Plus he was making many calls in company time.

Recognising the worsening situation, Jean's supervisor reminded him about the Employee Assistance Programme. That evening Jean contacted us and told of his frustrations and his distress.

The LifeManagement™ Consultant informed Jean of his legal rights in consumer law and guided him through the process of contacting the trade association and writing to the garage's managing director, setting out the problems and warning of legal action unless the matter was swiftly and satisfactorily resolved.

When they received his letter, the garage contacted Jean and quickly put things right with the car. There have been no further problems and Jean is free to concentrate on his job again.

Case Study 2 - Marco

Without any apparent reason, Marco began taking more and more time off work – saying he was sick.

One of Marco's colleagues recognised that this was out of character and suspected that there was an underlying problem. He encouraged Marco to call the Employee Assistance Programme.

At first, Marco really did not know what to say to us – just that he felt very alone and vulnerable. A professional counsellor encouraged Marco to 'open up' and explain the real reason for his absences. It turned out that he felt he was being picked on by his supervisor and nothing he did was good enough. Also, he was not the only one who felt this way – the problem seemed to be spreading to others in the workforce.

The conversation with our counsellor helped Marco realise that he must face the problem rather than simply avoid it by not turning up for work. He was given support on ways of approaching his supervisor, asserting his views and resolving the problem.

He arrived at work the next day in a far more positive frame of mind and spoke to his supervisor – who was actually horrified to discover that her behaviour was perceived by Marco and others to be unfair. She had been under the impression that she was simply being tough to get the job done more efficiently when in fact the converse was true. Now the situation has been resolved and things are running smoothly.

Case Study 3 - Anna

Anna had just split up with her husband and had been left with two children to bring up. As well as being a mother, she was holding down a job and therefore was finding it very difficult to cope. She called the Employee Assistance Programme and spoke with a counsellor. From their conversation, it was recognised that Anna had an immediate need for legal support following her separation.

During the discussion with a member of the LifeManagement™ Services team, Anna broke down in tears and the LifeManagement™ Consultant suggested that she might benefit from further counselling. She phoned the next evening and was able to speak with a counsellor immediately. She felt better for having someone to talk to and was very receptive when the counsellor suggested that a face to face meeting with a counsellor might benefit her.

Anna is firmly back in control – secure in the knowledge that she can always call us up and speak with a counsellor over the phone should the need arise.

Case Study 4 - Fabio

Fabio was struggling with his usual workload – missing deadlines and getting behind with important tasks. His manager had noticed that Fabio was 'not himself' and suspected that something was troubling him and interfering with his work. They talked it over and, although Fabio said everything was fine, the manager suggested that it might help to talk things over with a counsellor.

That evening Fabio called the Employee Assistance Programme and soon felt confident enough to unburden himself: his wife was ill, his children were playing up at school and he had debt problems – which was why he was finding it hard to cope at work.

One of our debt counsellors helped him sort out his money problems and, following a couple of sessions of face to face counselling, he is now better equipped to face his daily life. After discussing his problems with his manager (who, having fully appreciated the situation, was very supportive) his workload was temporarily reduced until Fabio got back to his old self again.