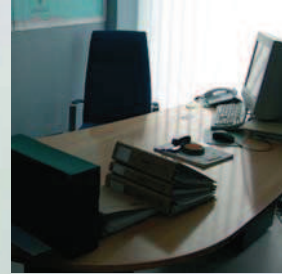




IPSE-INTERVENCION PSICOLOGICA ESPECIALIZADA



## EMPLOYEE SUPPORT PROGRAM

CONCILIA Program

# WHAT IS AN ESP?

A recent report by the *European Agency for Health and Safety at Work*, (EU-OSHA) indicates that between 50% and 60% of absences from work that occur per year are caused by stressful situations.

The impact of workplace absenteeism in terms of productivity, economic costs and social impact, has led the WHO to qualify the absence from work as a significant and growing "public health problem".

According to this EU-OSHA study, one in every four Spanish workers (27,9 %), believes that work affects their health and among the mentioned causes, highlights stress and "burnout".

As established by WHO, absenteeism derived from work-related stress is a preventable problem, and insists on the importance of adopting the right measures to prevent mental illness in the workplace, promoting healthy lifestyle habits and reinstating workers with mental health problems (conclusions from the WHO Ministerial Conference for Mental Health in Helsinki, 2005).

In response to this situation, an [Employee Support Program \(ESP\)](#) has been developed. It consists on a set of activities and services specially prepared and designed to help, guide and support workers in a company or organization faced with labor, personal or family type circumstances, which can cause significant psychological difficulties and have a significant negative impact on their performance, productivity or labor integration.

## We have solutions tailored to the needs of your company

Taking into account that each entity or organization has a different way of working and specific requirements and interests in the face of their employees, the [ESPs](#) are designed ad hoc and adapted to the needs and characteristics of each company.

## Do you know that an ESP helps to improve relationships between the company and the employee?

## Do you know the benefits of an ESP for a company?



# 1

## OBJECTIVES OF AN ESP

- Reduce employee absenteeism, the low number of working days and its associated cost.
- Reconcile work and family life.
- Increase productivity and job performance.
- Address individual, personal and business needs of each employee.
- Reduce occupational/work-related accidents.
- Cushion the psychological distress suffered by a worker in a difficult situation.
- Facilitate appropriate psychological coping strategies.
- Prevent disorders and sequelae or long-term effects.
- Decrease psychological costs.
- Improve the capacity and the professional development of the employee.

# 2

## SITUATIONS IN WHICH YOU CAN REQUEST THE SERVICES OF AN ESP

- Deaths of persons with affective bonds.
- Changes in place of residence.
- Separations and marriage breakdowns in complicated circumstances.
- Labor personal circumstances that affect work performance.
- Family circumstances: complex family relationships, conflicts among members of the same family, serious illness of a family member, dependant family member with disabilities...
- Economic and financial aspects.
- Personal difficulties that cause dissatisfaction and conflicts.
- Addictions.
- Any other situation that generate a high level of psychological discomfort to the worker.

**Do you know that an ESP achieves greater motivation, not only to an individual level, but also collective?**

**Overcoming any conflict starts with good counseling.**

### 3 HOW CAN THE WORKER ACCESS TO THE SERVICES?

*Access to the ESP services is always done under the following conditions:*

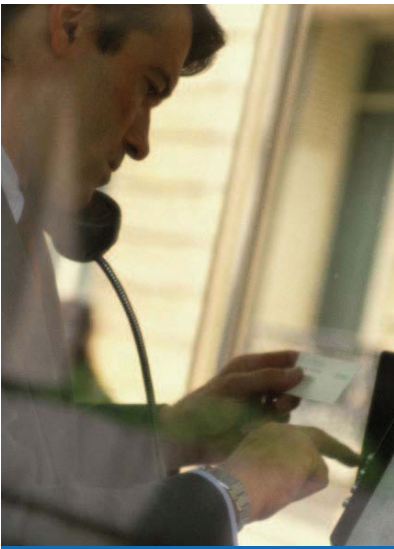
- **Confidentiality:** The worker will be assigned a personal and nontransferable code giving access to the services.
- **Free of cost** to the employee that requests the service.
- **Unlimited access** to the services.
- Through an expert **Psychologist**.
- **Adjustment of the assistance** to the personal characteristics of the worker.

### 4 WHAT ARE THE BENEFITS TO THE COMPANY?

- **Reduces the rate of absenteeism and sick-leave** with the consequent saving of economic costs.
- **Improves the organizational climate** and relationships.
- **Improves the positive perception of the company** as a facilitator for your personal and work welfare.
- **Increase productivity**, and improves relations between employees, both horizontally-between co-workers-, as vertically-between managers and subordinates-.
- **Early detection of problems or difficulties** before they advance, facilitating their handling before they complicate.
- **Help to comply** with current regulations and guidelines.
- **Decrease presenteeism** in workers who come to work but cannot perform the functions associated with their job.
- **Increase retention in the organization of workers with talent** and skills to lead teams.
- **Facilitate greater competitiveness** of your company in its sector of activity, because of its ability to care for the workers.
- **Helps the company to be socially responsible.**

### 5 WHICH BENEFITS ARE IMPLIED FOR THE EMPLOYEE?

- **Improvement in facing personal difficulties** and family life.
- **Channeling of emotional reactions** within a short-term (easier to manage than when the situation has evolved in time).
- **Favors a good stress management** of certain employee situations.
- **Permanent and continued access, via phone and in consultation,** to a professional of psychology that will be with them in their psychological difficulties.
- **Increase work motivation and optimal performance** within the organization.
- **Facilitates professional performance** within the organization and makes the employee feel satisfied with his/her job.



## Service 24 hours / 365 days a year

IPSE provides a 24 hour-service to its clients, ensuring immediate response to any circumstance of the organizational area: ***incidents, emergencies, deaths, robberies, kidnappings or other critical situations.***

We have parallel and redundant dial-up systems to permanently secure access to our services.

The **National on-duty Supervisor** is available 24 hours/365 days. This supervisor is always a specialized Psychologist, who will manage and mobilize the appropriate resources you need.

## Immediate response

IPSE has a **network of over 300 Psychologists**, distributed all over the Spanish territory, allowing your organization to have access to:

- Call Center 24 hours/365 days
- Psychological assistance on-site at any place in Spain during the hours following the request
- Psychological assistance at a Psychologist´s office in all provincial capitals in Spain within 24 hours of the request, on weekdays.
- Psychological assistance by telephone permanently.
- Psychological assistance on-site abroad

Our **Professional Psychologists**, part of an Official Spanish Psychological Association, have a Senior Consultant profile with specific postgraduate training and proven experience. These Psychologists are responsible for carrying out the health care response, under the coordination of the on-duty National Supervising Psychologist.

## IPSE offers:

- ▶ **Immediate response to the request to your organization´s request**
- ▶ **Full service coverage**
- ▶ **Excellent quality of assistance**
- ▶ **Extensive experience in technical and strategic management**
- ▶ **Adaptation and specific procedures depending on the needs of each company**

## COMPANY WITH SCIENTIFIC AGREEMENTS

**IPSE - Specialized Psychological Intervention** has an R&D area of research, development and innovation, incorporating into our services the results of the latest scientific research.

IPSE has **Scientific Partnerships** with several institutions, universities and academic centers, including **Universidad Complutense de Madrid** and **University of Málaga**.