

Workplace Wellbeing Hub

How to Talk to Your Employee Assistance Program Example Call Scripts to Help You Get Started



Overview

Employee Assistance Programs (EAPs), as well as Member Assistance Programs (MAPs), are confidential, free resources that can help with mental health concerns, personal challenges, and work-life balance. Many people hesitate to call because they're unsure what to say or if the program is confidential. All EAPs and MAPs offer confidential support, and these example scripts can help you feel more comfortable and prepared. When you connect, it's also helpful to ask about what's included in your benefit, for example, how many sessions or calls are covered, and whether there are additional resources you can access.

Calling for General Introduction (Any Reason)

Use this if you're unsure exactly how to explain your situation:

You: "Hi, my name is [First Name]. I'm calling because I understand the EAP is available to employees, and I'd like to learn about the services you offer. This is my first time calling, and I'm not sure what information you need from me."

EAP Rep: Will explain confidentiality, eligibility, and next steps.

You: "Thank you. I'm looking for support with [briefly mention any that apply: stress, family issues, counseling, legal questions, etc.]. I'd appreciate guidance on what options are available."

Calling for Stress or Anxiety

For when work or life pressures feel overwhelming:

You: "Hi, my name is [First Name]. I've been feeling a lot of stress lately, and it's starting to affect my focus and energy at work. I'm hoping to talk to a counselor through the EAP or find strategies to cope better."

EAP Rep: Will explain counseling sessions and referral options.

You: "I'd like to schedule a session soon, if possible. What information do you need from me?"

Tips to Make Your Call Easier:

- You don't have to share every detail, just enough to help them connect you to the right support.
- All EAP calls are confidential (within legal limits)
- It's okay to write down your main concerns and read them during the call
- If you don't click with the first counselor, you can ask for another

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Calling for Relationship or Family Concerns

For when home life challenges spill into work:

You: "Hello, my name is [First Name]. I'm calling because I've been dealing with some family challenges that are affecting my emotional wellbeing. I'd like to speak with someone who can help me figure out next steps and how to handle things better."

EAP Rep: Will offer short-term counseling or resources.

You: "That sounds helpful. Could you tell me how the process works and if there's any paperwork I need to complete?"

Calling for Substance Use Concerns

For you or someone you care about:

You: "Hi, my name is [First Name]. I'm concerned about [my own / a loved one's] use of alcohol/drugs and how it's affecting work and daily life. I'm hoping to find out what confidential help is available."

EAP Rep: Will explain counseling, treatment referrals, or crisis resources.

You: "Thank you. I'd like to know how to get started with those services."

Calling for Crisis or Urgent Help

For when you feel unsafe or in emotional distress:

You: "Hi, my name is [First Name]. I'm feeling overwhelmed and I'm not sure how to cope right now. I think I need to speak to someone immediately."

EAP Rep: Will connect you to a crisis counselor.

You: Follow their instructions, if they advise calling 911 or 988, do so immediately.

If you are in immediate danger of harming yourself or others, call 911 or 988 (Suicide and Crisis Lifeline) right away.

Script for Legal or Financial Questions

For practical challenges:

You: "Hi, my name is [First Name]. I understand the EAP can connect employees to legal or financial resources. I have questions about [wills, debt, budgeting, landlord issues, etc.] and would like to know what support is available."

EAP Rep: Will provide referral to a specialist.

You: "Thank you. Could you send me the contact details and explain if there's a cost for additional services beyond the EAP?"

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Calling on Behalf of Someone Else (With or Without Them Present)

Use this if you're reaching out because you're concerned about a coworker or team member and want to understand options.

You: *"Hi, my name is [First Name]. I'm calling because I'm concerned about a coworker. I'd like to know what resources might be available for them through the EAP."*

EAP Rep: Will explain confidentiality, eligibility, and how the program works when contacting on someone's behalf.

You: *"Thank you. Could you walk me through how they can access services directly, and what role I can play in supporting them?"*

If the person is with you:

You: *"I'm here with [First Name], and we'd like to learn more together about how the EAP can help."*