



A GUIDE FOR OWNERS & MANAGERS

Your Arive[®]Lite Management Assistance Program

What is Arive[®]Lite and how does it help managers?

One of the biggest challenges managers face is how to keep employees engaged and focused on the job. When your instincts tell you someone on your team needs your attention, it can be difficult to find the time or resources to deal with the matter effectively.

The AriveLite Management Assistance Program (MAP) helps you find the right approach, at the right time, to manage employee performance issues - regardless of the cause. The more people-management skill used when a change in an employee's productivity signals a problem, the less likely it will progress into a situation that seriously affects your department or organization as a whole.

Designed specifically for organizations interested in helping the management team build expertise, the tools offered through AriveLite assist managers to resolve situations before they escalate into productivity issues leading to absenteeism.

AriveLite...

- Provides managers with access to professional guidance and education
- Offers tools designed to increase skills in resolving people-management issues
- Promotes a culture of engagement and accountability, and reduces absenteeism

What tools are available for managers?

Telephone coaching

Access to confidential telephone coaching provides managers with an opportunity to increase their knowledge through guidance on how to handle challenging people-management situations. These include conflict between employees, performance management, absenteeism, terminations, negative reaction to change, and difficult behaviors. There is no limit on the number of calls, with a maximum of two hours of guidance available per issue.

Education & guidance

Available several times a year, the *Managing Excellence* series of bulletins provides solid suggestions on handling thought-provoking situations. Written by experts who understand the complexities of employee management, these short articles offer insight and advice on issues such as managing absenteeism, dealing with conflict, understanding motivation, introducing change, and more.

Critical Incident Stress Debriefing (CISD)

Provides guidance in the aftermath of an armed robbery, traumatic event, major occupational injury or other critical incident. A trained professional helps design communications, a support plan and employee information sessions to best suit the situation. Support may be in-person or by telephone, as determined in the initial discussion.

Referral to counselling support

When an employee is consistently absent from work or underperforming, it's an indication they are affected by either a work-related issue or personal challenge. You now have resources available to help them deal with situations affecting their performance, including workplace stresses, personal crises, dependency concerns, and marital or family challenges.

Help people get back on track – and back to work – by referring them to this confidential service. Up to 12 hours of face-to-face counselling with a trained professional, per calendar year, per insured employee, is available.

Confidential support for managers

Managers have access to the same confidential counselling services as available to employees. Whenever work-related or personal issues cause undue stress, face-to-face professional guidance is available. Up to 12 hours per calendar year, per insured, can be accessed.

The fine print...

Who is eligible?

The AriveLite Management Assistance Program is provided to all employees covered by the organization's group insurance contract.

Who manages this?

Arete Human Resources Inc. developed this unique program to help strengthen and support your organization, and manages it on behalf of your group insurance provider.

How confidential is it?

The success of any assistance program is built on privacy. Arete manages a national network of professionals, ready to assist you in a respectful, confidential manner.

These professionals belong to accredited associations, abide by Canada's Access to Information and Privacy Act, and to provincial laws and codes of ethics governing their professions. Arete will never disclose personal information without the expressed written consent of the individual involved, unless otherwise required by Canadian law.

What's the cost?

Your coverage in the AriveLite Management Assistance program has been arranged by your organization's insurer, at no cost to you.

All calls for assistance flow to a trained intake specialist through a confidential toll-free number: 1-877-412-7483