

## **Coaching and Support; small steps make the biggest difference**

Our Employment Retention Specialist (ERS) met with a lady who had a job as a receptionist for a clinic, and had taken a few months off with anxiety and stress. During their first meeting, our client explained how she did not feel as though she was in a state to go back to work. She gradually started to feel a little better, which is when our ERS started to discuss the topic of returning to work and what this could look like. Understandably, she felt worried about the return due to the staff changes and new covid rules.

In addition, our client also disclosed how she had struggled to build relationships with her colleagues, which left her feeling very isolated. After a few meetings, our ERS suggested getting in contact with our client's employer to discuss reasonable adjustments to return to work, which she agreed to. After working out what was best for both our client and the employer, it was decided that our client would return to work two days a week. Her working days were agreed and she was given slightly more flexibility with her hours, which slowly increased overtime with the support of our ERS.

Our ERS advised and coached our client through her work place issues, which resulted in the relationships with her colleagues to improve. She began to feel included and valued again as she became more involved in decision making with the other staff.

Our client is now back at work full-time and a lot happier!

This case study shows how working with both the client and employer can lead to great results. Without our support, this client may have taken a lot more time off, resulting in her becoming more unwell and less likely to return. This could have led to the employer needing to recruit another member of staff, using up more time, money and resources.

The support of our ERS' allows our clients to open up about issues at work that they may not want to disclose with their employer straight away, and before they become too much for them to tackle on their own. This benefits both the client and the employer. The client will be happier and a lot more confident at work when tackling any issues that may arise, and the employer will benefit due to the reduced absenteeism and increased productivity.