

OASIS PEOPLECARE

Case studies

When we are asked about the benefits of introducing a Peoplecare approach or using Peoplecare to supplement an existing EAP approach by another provider it helps to give examples. Whilst the organisational benefits are covered elsewhere, we find that offering an idea of the employee benefits is best done by providing brief case studies.

One of the key skills of the Peoplecare approach is the capacity of the process to match the requirements of the employee with the appropriate response. We all know of schemes which provide a specific response under a specific label, counselling for instance, whereas Peoplecare offers a response based on the individual need. So if a person seeks the chance to look at their future - career review is provided, whereas someone else might call for a more counselling oriented response - both are possible within Peoplecare services.

The following are intended to give a flavour of how people use the bespoke services we provide, and how we respond.

(All names have been changed)

Panic attacks

Andrea was experiencing panic attacks at work and difficulty attending meetings. She also had health issues and was struggling to keep on working. Counselling enabled her to learn to manage her panic attacks and find ways to relax. She did not have to take time off work and found ways to improve circumstances for herself.

Bullying at work

Ben was feeling stressed and bullied at work which was impacting on his home life and causing problems in his relationship. He felt vulnerable and isolated. Counselling helped him to understand what was happening both at work and at home. Ben felt more confident at work and able to communicate more effectively with his partner. In reviewing the work, Ben highlighted the value of being offered the opportunity to talk and to be listened to.

Role Development

Helen requested a series of mentoring sessions to consider how her new work role was developing, how to enhance her challenge skills and to evaluate her impact in practice. The mentor offered a series of opportunities to design self monitoring approaches to practice, implement more effective strategies for gaining accurate feedback and to focus on challenge skills development both through the mentoring itself and in the workplace. After ten sessions Helen felt that her objectives had been fully met.

Post Trauma

Lotte had been involved in a road traffic accident some years previously. She was now suffering from signs of Post Traumatic Stress Disorder (PTSD), but this had never before been recognised. Lotte was experiencing increasing levels of anxiety and panic at work. Counselling resulted in Lotte being able to function better, both socially and at work. Her confidence, concentration and self-esteem were much improved.

Redundancy

Chloe had been offered a generous redundancy package by her company but felt the process had not been clear and hence felt insecure and powerless. Chloe wanted support from the practitioner and help to work out her next steps. Counselling helped Chloe to feel more positive about the future, decide to take the redundancy offered and realise that taking some time to consolidate her position was a useful next step.

Bereavement

Jo had experienced recent bereavements and had low self-esteem. She felt isolated and lonely. Counselling helped her to feel more positive about herself. She also made decisions about her job and handed in her notice. By the end of the counselling Jo was feeling happy in her new job and had increased self-confidence.

Career Review

Mark had spent seven years in the same department. He felt stale and stuck. He accessed one to one sessions to take a step back to review what he wanted and where he was going. Over five sessions he looked back to the strengths he brought to his work, considered the characteristics of what needed to be in place for him to do a 'good job', and explored what other options he would be willing to develop the steps that might be necessary. The final session was to allow him to design a way forward that he would commit to implementing. The process allowed him to move out of the department and seek a role in another part of the same organisation that would stretch him, whilst building on the skills he had acquired previously.

Anxiety

Pat accessed counselling because she was anxious regarding reaching her targets at work. Although she enjoyed her work, she recently had felt unsupported by her manager. Pat made sense of her situation through counselling and made a decision to postpone professional exams for a while until she felt completely back on track.

Bereavement

Cat is a volunteer with a charity. Her manager died, which meant Cat was left grieving for the loss of a friend, as well as no-one to go to for guidance about work problems. One session was enough to help them make sense of the death.