

Work-Life

Training and Workshops

SFCC provides the following training classes through the Campus Human Resources Staff Development Program, and also provides workshops for departments upon request. Examples include:

- Stress Management
- Dealing Effectively with Anger in the Workplace (for Supervisors)
- Responding to Violence in the Workplace (for Supervisors)
- Building Productive Work Relationships
- Managing Change
- Managing Troubled Employees (for Supervisors)
- Developing Emotional Intelligence
- Conflict Resolution
- Dealing with Difficult Situations & Behavior

Coaching

SFCC provides coaching sessions for employees to develop and improve their skill sets, enhancing their effectiveness and satisfaction at work and home. Examples include:

- Leadership Skills
- Communication Skills
- Emotional Intelligence Skills
- Goal Setting
- Work-life Balance

Work-Life Issues

SFCC can assist employees in balancing work-life issues that impact their work and/or personal lives.

The center can help with issues such as preventing job burnout, adjusting to career transitions, maintaining a healthy lifestyle in the workplace, and balancing personal and family responsibilities such as eldercare and parenting responsibilities.

Resources and Referrals

SFCC maintains current resource directories for such areas as counseling, substance abuse, legal, financial and eldercare services. A list of private psychotherapists who have been selected for the excellence of their work is available. SFCC counselors can also facilitate employee access to mental health and substance abuse services, as well as help oversee the quality of referrals through the University's insurance carriers.

SFCC has videotapes and audiotapes on topics such as self-improvement, anger management, communication, work relationships and addictions.

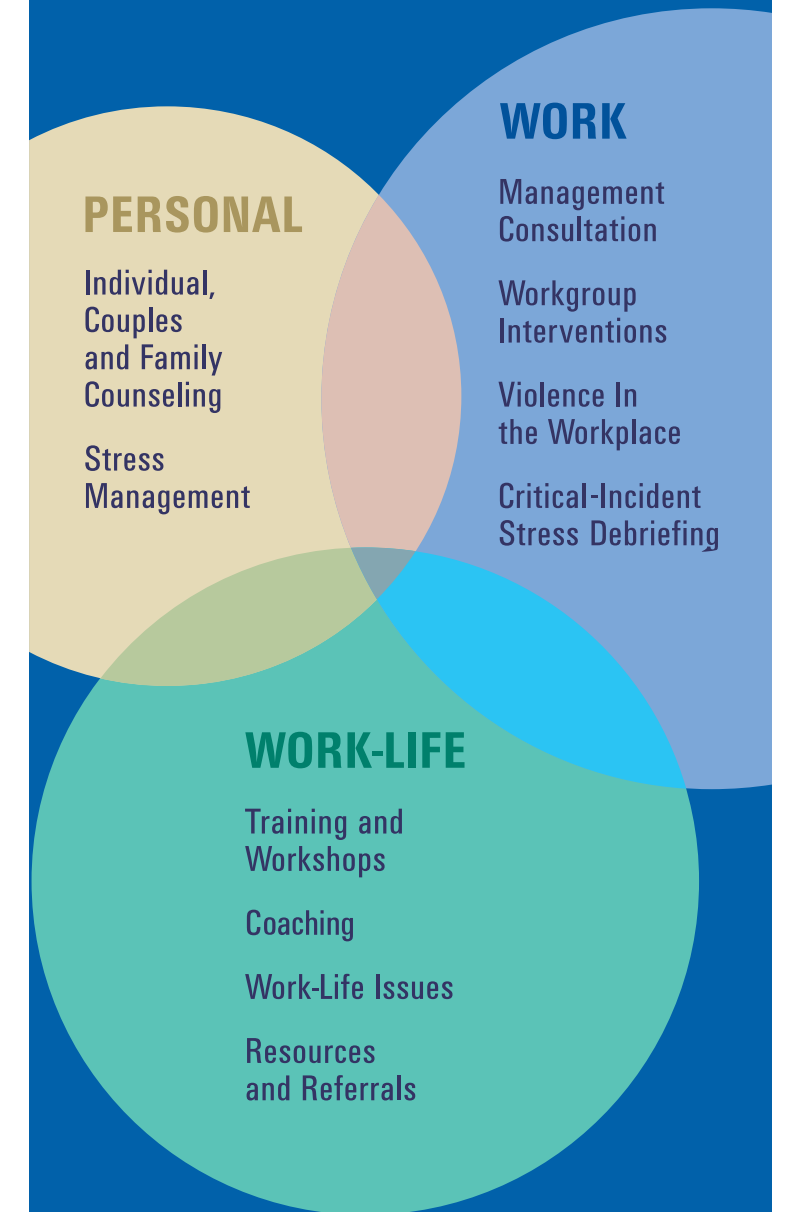
Visit us online at:
<http://map.ais.ucla.edu/go/employee-counseling>

Telephone:
310-794-0245

UCLA Staff & Faculty Counseling Center
10920 Wilshire Boulevard, Suite 380
Los Angeles, California 90024

Staff and Faculty Counseling Center

UCLA's Employee Assistance Program



Providing Confidential and Professional Services

Introduction

The Staff and Faculty Counseling Center (SFCC) was established in 1985 to represent the University's interest in the well being of the UCLA work community. The services offered by SFCC are designed to assist UCLA faculty and staff who are experiencing difficulties in their lives that affect their performance on the job.

Confidentiality

All information disclosed at SFCC is strictly confidential. No information regarding an employee's participation is released without the employee's written consent. The exceptions to confidentiality are those where disclosure is required by law.

Hours and Contact Information

The Center is open Monday through Friday from 8 am - 5 pm. Evening and early morning appointments are available upon request.

Any UCLA staff or faculty member (or immediate family/significant other) who is interested in scheduling an appointment with a counselor or in receiving information regarding resources or referrals should telephone the Center at **310-794-0245**.

Personal

Individual, Couples and Family Counseling

- Up to three free counseling sessions for staff, faculty and their immediate family members/significant others.
- Skilled counselors provide crisis intervention, assessment, and short-term counseling and consultation services.
- SFCC has bicultural and bilingual counselors. Referrals are made to community therapists and services for ongoing counseling.
- SFCC can help employees establish a workable plan for managing their personal or work-related problems. The Center helps employees with problems that affect their work performance due to:
 - Work-related Concerns
 - Stress
 - Couple & Family Issues
 - Emotional Difficulties
 - Alcohol & Drug Problems
 - Work-Life Issues

Stress Management

SFCC provides a stress management program called the *Environ Biofeedback System*. This instrument uses advanced computer technology that incorporates shifting light patterns, color, sound, sensation and aroma to increase relaxation and decrease stress levels. Participants build the self-awareness and self-confidence needed to manage stress effectively.

Work

Management Consultation

SFCC provides consultation to department supervisors and managers who are concerned about employees or particular situations. SFCC can help managers and supervisors sort through concerns and move toward constructive solutions.

The Center provides management consultation for supervisors and departments with problems such as:

- Difficult Work Relationships
- Anger in the Workplace
- Violence & Trauma in the Workplace
- Substance Abuse in the Workplace

Workgroup Interventions

Upon the request of a department manager, SFCC is available to facilitate a work group intervention to address departmental issues. Examples of topics include the following:

- Organizational Change
- Loss of a Colleague
- Potential Violence in the Workplace
- Lay-off Situation
- Other Work-related Topics

Violence in the Workplace

SFCC staff plays a critical role in responding to violence in the workplace. SFCC can assist you and your department in the following ways:

- Help managers and supervisors assess risks and interpret warning signals
- Develop action plans to respond to threats or violent incidents
- Provide follow-up assistance and post-incident counseling
- Provide emotional support for any employees affected by the incident

Critical-Incident Stress Debriefing

SFCC is available to conduct counseling sessions to help employees and departments cope with traumatic events such as earthquakes, fires, floods, workplace violence, sudden deaths and suicides.

These interventions are geared to support employees through difficult times and re-establish their well being and level of functioning.