



FAQ

We Get Questions...

Our counselors field hundreds of help calls every day.

Here are some common questions that we get:

- **When will I stop grieving?** There's no set timeline for grief and no right or wrong answers. Everyone's healing process is different. If grief dominates your life or if you feel you are stuck, you might benefit by ongoing counseling or participating in a grief support network. Give us a call 24/7 at 800-252-4555.
- **Should I rent or buy?** When looking at high-value purchases such as cars or homes, people want to make wise financial decisions. Your online Financial Resource Center has hundreds of calculators, articles, and tools to help you explore different financial scenarios for rent/buy options, savings, debt, retirement, and other financial decisions.
- **Should I make a change?** While some questions are deeply personal and unique to each individual, experienced counselors can provide valuable guidance to help you navigate important life decisions. Explore our extensive online resources to learn how to prioritize your needs, problem solve, improve communication, and utilize calculators to assess the financial impact of a decision when money is involved.
- **Am I normal?** We get many questions on the "what's normal?" theme: Do I drink too much? Why do I get so angry? Is it normal to feel this depressed? Our online Emotional Wellbeing resources let you confidentially explore anxiety, depression, stress, and other mental health issues. You can also take self-assessments and quizzes to assess your situation.
- **How can I get along better with my boss?** Your EAP has online articles, tools and training programs to help you improve your communications skills and get along better with your manager, your colleagues, and your customers. They are available 24-7 so set your own schedule and pace.
- **How do I find the best daycare?** That's an easy one – log in to the Self-Help Center to use our popular Child Care Locator. You can explore daycare centers, education options, special needs, and adoption resources in your area. We also have an Elder Care Locator, plus many online resources to help you make the right decisions.

Featured June Webinar



Hold Your Head High: Communicating with Confidence in the Workplace

This seminar will teach two models of effective communication and help you practice your new strategies in tough scenarios:

- Talking with your boss about career development
- Confronting disrespectful behavior
- And more!

To access this Webinar and related resources, simply log in to www.HigherEdEAP.com during June.

Men Take Center Stage in June

June is [Men's Health Month](#), and June 15 is Father's Day – an ideal time to celebrate the men in our lives: fathers, brothers, sons, uncles, and friends. In June, let's reach out to let them know just how important they are to us and the meaningful role they play in our lives. One way to show how much we care is by raising awareness about men's health and wellness issues and encouraging them to get annual health screenings and checkups.



Here are resources you can suggest to the important men in your lives:

- Get screened: [9 Essential Screenings for Men](#)
- Get one-to-one professional coaching through your EAP: Get help for stress management, substance misuse, nutrition, and fitness. Call 800.252.4555
- Don't forget your [mental health](#). Call 800.252.4555 for in-the-moment counseling help from your EAP.
- Log in to your EAP Self-Help Resource Center for health screenings, health information, and more.

Our Training Picks for June

Your EAP has courses to hone your management skills, get along better with your colleagues or boss, or develop job skills. Visit your free Training Center to pick from thousands of training topics. We offer a few suggestions below, but you can also search for your own focus areas. Simply click on “Member Login” at www.HigherEdEAP.com, sign in, and click on the comprehensive training library in the “Training Center.”

- **NEW! How to Handle the Irate Customer** | Course ID: **SVL_017315**

This high-impact video helps you deal with a customer who has become emotional. This 11-minute course will help you learn ways to handle emotional customers while keeping your cool.

- **The Generative AI Revolution with Jo Otey** | Course ID: **SVL_1022341**

Explore generative artificial intelligence (AI) and its transformative potential in the realm of business. This 52-minute course covers ethical considerations, potential risks and challenges, and the pivotal role AI plays in advancing the capabilities of business.

- **5 Ways to Prioritize** | Course ID: **SVL_1022877**

This 8-minute video course offers five methods for prioritizing tasks: the urgent/important matrix, the effort/impact matrix, the 5/25 rule, the ICE scoring method, and the Ivy Lee method.

Key June Dates

- [Great Outdoors Month](#)
- [Men's Health Month](#)
- [Pride Month](#)
- [Alzheimer's & Brain Awareness Month](#)
- [PTSD Awareness Month](#)
- [National Safety Month](#)
- [National Cancer Survivor Month](#)
- June 5th – [World Environment Day](#)
- June 7th – [National Trails Day](#)
- June 14th – [Flag Day](#)
- June 15th – [Father's Day](#)
- June 19th – [Juneteenth](#)
- June 20th – [First Day of Summer](#)

Accessing Your EAP Training Center

1. Go to www.HigherEdEAP.com and click the **Member Login** button.
2. If you've already created an account, log in with your Username/Password.
3. If it's your first time, click **REGISTER** to create your Username and Password. **You only need to register once.**
4. Click the **Training Center** and then choose **Comprehensive Training Library**.
5. In the Search bar at the top of the screen, type the course code or search for a topic.
6. Click the course icon and click the **Play** or **Start** button to begin.

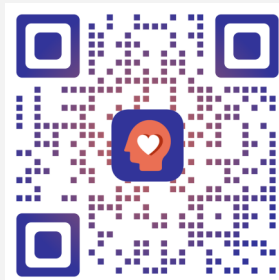
To get a certificate: View the course and take the quiz. Not all courses require a quiz, but if so, you must score at least **80%** for a certificate. To download your certificate to your computer, click the ribbon icon below the right corner of the video.

Scan to Learn More!

Explore
More of Your
Employee
Benefits



Download
Talkspace Go
For iPhone
Or Android



How to Scan A QR Code:

1. Open the camera app.
2. Select the rear-facing camera in photo mode.
3. Center the QR code you want to scan on the screen and hold your phone steady for a couple of seconds.
4. Tap the notification that pops up to open the link. (You will need to be connected to the internet to do this.)



98% Employee Satisfaction Rate

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