



# EXPATRIATE ASSISTANCE

Your company has done everything to create a productive and well-adjusted expatriate. You've provided moving assistance, financial incentives, cultural training, family programs, and maybe even language training. Despite these efforts, the complaints by expatriates and their managers have not slowed down and even the most promising candidates continue to face numerous difficulties while abroad. For you, it feels like a cycle of giving in to each individual's demands.

While the number of expatriates and short-term assignments abroad continues to increase, the tangible benefits of accepting an assignment abroad will not always outweigh the emotional impact of a transition abroad for employees or their families.

Domestic Employee Assistance Programs (EAPs) offer short-term problem resolution and referral for work and life situations. These programs yield financial benefits for companies through more productive and motivated employees. Traditionally, however, the concept of EAP has not been implemented with the same program quality and intensity for expatriates.

## GLOBAL ASSIGNMENT ASSISTANCE PROGRAMS

National EAP and Chestnut Global Partners (CGP) entered into a strategic partnership to offer a unique glocal approach to employee assistance. Our approach is "glocal" because we provide global service that begins with a call center or an on-line request; local because clients are offered the opportunity to meet face-to-face with a qualified local clinician who also speaks the client's native language.

To maximize your expatriate investment, CGP creates a customized package of services. We offer a full continuum of care that extends from the assignment selection process to up to two years following repatriation. Services include:

- The International Assignment Profile—tool designed for expatriates and their families to take prior to departure to assist in identifying and addressing critical areas of concern;
- Proactive Outreach—case manager engagement with employees and their families to anticipate support needs and to meet with our service representatives in each location;
- 24-Hour Access—case managers available via telephone and internet for service requests anytime, night or day;
- Credentialed Clinicians—in-country providers familiar with the local culture and resources provide face-to-face services; and
- Tailored Services—100% customized programming to fit with your company's destination services provider and programming model.

# NATIONAL EAP

EMPLOYEE ASSISTANCE PROVIDERS, INC.



## ADVANTAGES

### "GLOCAL" NETWORK (Global + Local = Glocal)

To ensure the best programs possible for local nationals and expatriates, we have a network of clinicians that spans the globe. We have conducted site visits and held face-to-face meetings with over 75% of the represented countries within our Glocal Network. Our network shares these essential characteristics:

- **Provider Synergy**—We share agreed-upon values with our providers to exchange information, act responsively, and work harmoniously to benefit your employees.
- **Local Visibility**—Each provider promotes our service locally, integrating with your local HR strategy.
- **Interlinked**—We share an interlinked system of knowledge via a secure information system and a common infrastructure focused on performance and quality.
- **Financial Incentive**—Our model ensures that providers have the financial motivation to locally deliver an exceptional response service.

### 24-HOUR ACCESS

Only trained clinicians answer incoming phone calls and respond to website requests. Master's-level clinicians are always available by phone for immediate counseling needs, although we strive to arrange face-to-face services.

### GLOBALLY-MINDED STAFF

Our staff has international experience enhanced by continuing education on countries, cultures, languages, and current events. Global training enables staff to better relate and understand the needs of potential callers and local programming.

### CHESTNUT GLOBAL PARTNERS SERVICES CAN:

- Lessen absenteeism and turnover;
- Decrease work-related accidents;
- Increase workplace productivity and workplace cooperation;
- Help resolve work-related and personal challenges that impact performance at work;
- Prevent supervisors from getting overly involved in an employee's personal difficulties, while remaining involved in their workplace welfare;
- Identify and help impaired employees who may be unsafe;
- Express an attitude of caring and good will to your workforce and their families; and
- Mitigate time-consuming disciplinary actions and grievances

## CONTACT

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