**When an EAP client says they expected a therapist:**

* Possible reasons
  + Digital intake assessment (Client's responses result in coach referral versus therapist referral)
  + HR person at organization may communicate that EAP = Counseling  (and does not fully realize or communicate that coaching is an option)
  + Client does not know to expect anyone but a therapist when contacting EAP
* Coach response
  + Acknowledge the client’s frustration
    - *“Thank you for sharing that with me. It sounds like there may have been some miscommunication and I am happy to help straighten things out. When you contacted the EAP, did you have a chance to share with them what you were calling about and what you were wanting.”*
  + Common responses:
    - “I filled out a digital intake form and didn’t get to speak to anyone.”
    - “I told them what was going on and they passed your information on to me.”
    - “I told them what was going on and that I wanted a therapist.”
  + Follow-up coach response
    - *Okay, that is good that you had a chance to communicate your situation. The role of the intake process is to understand your situation and determine if your needs would be better met by talking with a therapist or with a coach. It sounds like they thought working with a coach would be the best first step, but they should have communicated that to you. I am sorry that you did not receive that message before now. I can understand why you are feeling frustrated.”*
  + Listen to client and acknowledge client emotion again.
  + Next coach response, *“Since we already have this appointment set today, I am wondering if it would be helpful to hear a little bit about coaching and see if it can be helpful. I can still provide you with the information to connect with a therapist as well.”*
  + If client seems open to hearing more*, “To start, we would have you share a little about what is going on in your life and what led you to reaching out to the EAP. Then we would work together to decide what part of the situation would be helpful for us to focus on and some steps you could take to move forward. The calls are 20-30 minutes each time and how often we meet is up to you. Through your company, you have the opportunity for \_\_\_ total sessions. The area of life we would focus on is up to you. Many people choose areas such as dealing with stress, work/life balance, sleep, managing transitions in life, a chronic health condition – really anything that is influencing your overall health and wellbeing.”*
  + If client still wants a therapist, give them the EAP contact information.