

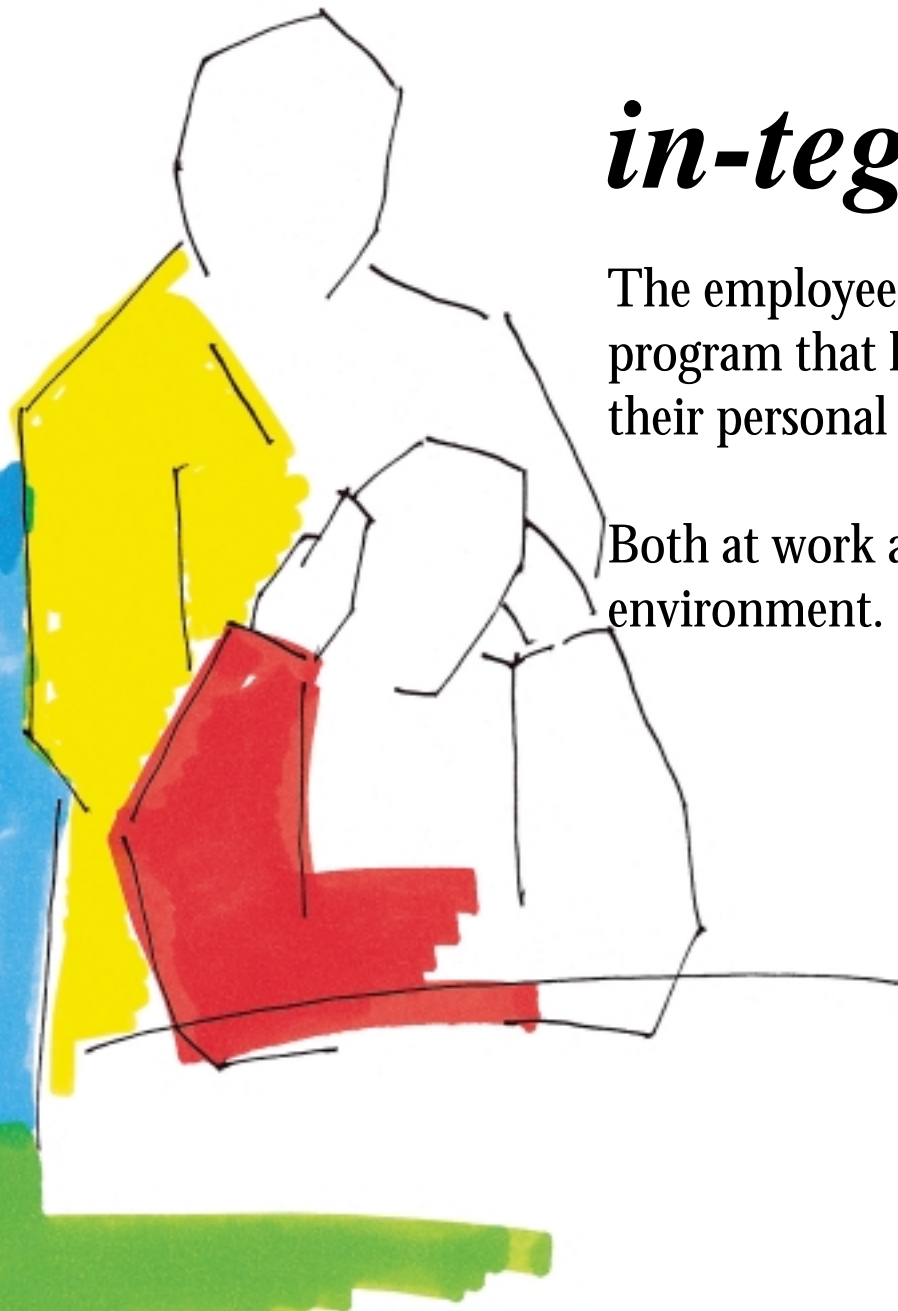
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# Personal Problems Can Impact Performance

## ***in-tego***

The employee counselling and assistance program that helps associates to overcome their personal problems.

Both at work and in their home environment.



## Employee Assistance Program

### Suffering under the strain.

That doesn't have to happen. Managers with a sense of responsibility know that the tough environment prevailing in today's markets are the cause of problems for many employees. They suffer, often in secret. They bottle everything up inside them or fear of seeming weak. Many people find it hard to accept help, often feeling this to be a sign of weakness. And if one did want help, where should one look? Who can one trust?

### You will only be heard if you speak.

For the person seeking help, the personnel and social counselling departments in a company are generally too specialized or too close to the company to discuss what are often very personal and intimate problems. They are also only available during working hours. But problems and dysfunctional responses to these problems are not confined to working hours. When the sufferer finally resolves to talk to somebody, there is no one available to talk to. Not uncommonly, it is the person's very existence – but always his or her performance – which is at stake.

### A discreet alternative.

What has long been standard practice among progressive companies in America has recently started to take hold in Europe, the external counselling service for employees.

For people plagued by embarrassing or psychological problems, addiction, family problems or problems at work, in-tego offers round-the-clock counselling by people who will take their personal problems seriously. Regardless of their position, origins, gender or religious beliefs. It is considered critically important that problems are addressed with discretion and subtlety, creating a climate of trust and finding a solution to the problem together, if necessary with internal or outside support.



## in-tego

The emotional wellbeing of associates is our goal.

### The person behind in-tego.



**Nico Rubeli**  
Founder and proprietor

Nico Rubeli is a theologian, pastoral worker and teacher with many years of practice. He knows from experience how complex the problems are which can lead people to act inappropriately and how difficult it is for them to open up.

*"Bottled-up problems are a drain on emotional wellbeing. Yet it is precisely this sense of wellbeing that is so important for a positive quality of life, and it is this in turn which is so essential for creativity and the ability to perform well."*

Born in 1963 in Solothurn, where he grew up, Nico Rubeli graduated in theology at the University of Basel in 1990, was the university pastor in Basel and teacher and pastoral worker in the most diverse areas of intercultural, theological and university activities. He extended both his personal and professional horizons with stays abroad. In an outpatient and inpatient hospital service, he was faced with the problems of the sick and of addicts. He is engaged in an advanced Psychoanalytical Training Analysis with Prof. Dr. Dieter Bürgin for his

further education of his psychological skills. He was the first to build an Employee Assistance Program in Switzerland. Nico Rubeli speaks German, English, French and Hebrew.

### What in-tego has to offer.

As an external and impartial counselling service – authorized and financed by the company concerned – in-tego provides a 24-hour contact point to which associates can turn for private and discreet counselling in cases of personal, family or work-related problems.

Together, in acute crisis situations, if necessary, immediate action is taken or longer-term solutions worked out and initiated with accompanying support from in-tego.

The counselling service itself is supported by the company's own resources, such as its social counselling service, the company medical service, or Human Resources Management. Where necessary, however, it also draws on the help of external specialists and institutions.

in-tego often assumes the delicate task of intermediary between the person seeking help and his or her boss, where necessary without violating the anonymity of the patient.

### The benefits of in-tego.

#### The individual.

in-tego offers an anonymous haven in which anyone can discuss his or her problems at any time with an impartial person – without any risk to personal career or financial consequences. in-tego is a partner which offers personal help in working out and implementing solutions to problems in order to restore the person's emotional wellbeing.

#### The company.

in-tego offers the company an instrument for recognizing and dealing with emotional disorders which are difficult to detect within the normal framework of management, but which can have a damaging effect on the culture and efficiency of a company. Through its knowledge of the company – and while preserving the anonymity of the individual – in-tego provides the company with data for analysis, so that measures can be elaborated to improve working processes and management instruments.

in-tego makes an important contribution to improving the working environment and thus also the efficiency of the company.

Personal enjoyment means a positive performance.



## This is how in-tego helps.

The following examples are based on actual cases, but are rewritten to preserve anonymity.

### Team problem.

Mr A. has problems in his team. He would like to clarify his position within the team and with his boss, as well as his functional level in relation to his salary. In a face-to-face discussion, the various problems are looked at separately and the emotional involvement of Mr A. is explored. In the process he comes to talk for the first time about sexual abuse within his family.

in-tego manages to get Mr A. to address his deep-seated and intimate traumas in an external treatment program. And with the knowledge of his personal background, in-tego defuses the internal problems, reaches agreements with line management and clarifies the salary issue with Human Resources Management.

Mr A. can approach work again with positive feelings in a relaxed team atmosphere, without having to reveal his personal problems. These remain privy to in-tego.

### Suicide.

Mrs B. has had enough. She phones in-tego from the office. She wants to end it all and explains how she intends to go about it. in-tego is able to persuade Mrs B. to discuss her problems on the spot. Together they evaluate all the possibilities for helping her – psy-

chiatric emergency unit, admission to hospital, private psychiatric help – as well as possible support from her social environment. in-tego accompanies Mrs B. to the emergency unit. With outpatient treatment and the involvement of her closest family members, a hospital stay can be avoided and round-the-clock support and medical care can nonetheless be assured.

At the level of line management and together with the company medical officer and Human Resources Management, in-tego plans a new start for Mrs B. after a few weeks' sick leave. Today Mrs B. is happy that she is working in the same company in a situation that is now better for her and that she did not take that final step.

### Dismissal.

The dismissal of Mr C. prompts him to threaten violence and court action. Through discussion inside and outside the company, in-tego defuses the situation and begins to steer the conflict.

New solutions are worked out which bring benefits to both parties. Mr C. is offered compensation and an outsourcing arrangement. So he can take up a new and satisfying position that leaves him both inwardly and outwardly intact, and the company avoids costly proceedings and the possible escalation of verbal and physical violence.

Today, thanks to in-tego, there is no talk of a rift or bad feelings on the part of either party.

## This is how in-tego is judged.

*"For our associates, in-tego is an important and competent contact for discussion of personal and professional problems. The guarantee of anonymity means that people are less likely to be inhibited and more likely to be honest – things which can be so helpful to find solutions in-tego is a valuable addition to the work of our counselors, personnel advisors, company medical services and employee organizations. It can help people to better cope with the ever increasing pace of social and economic change."*

Heinz Boller  
Head Novartis Switzerland

*"... From the start, in-tego has been consulted frequently by all kinds of people, from the trainee to upper management. There was considerable need for this kind of personal, caring intervention. Counselling from in-tego helps to deal with problems which adversely affect both the workplace and individual performance. ... The emotional health of the employee is stabilized – and his or her creativity and productivity can increase."*

Dr. med. Daniel Blatti  
Medical Services St. Johann  
Johnson Controls IFM AG

# in-tego

Employee Assistance Program

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