

# Counseling: how professionals can help

While mental health conditions are common, most never get the care that is available. Many don't recognize problems until they become severe. Or they may feel a sense of stigma, embarrassment or shame related to their problem. Some people don't understand how mental health professionals can help. Or they don't know where to find help when it is needed.

**Caterpillar's Global Employee Assistance Program (EAP)** is a resource that is available to all regular full and part time Caterpillar employees and their immediate family members. EAP is confidential and free of charge. You don't need to have a severe problem or be "sick" to see a counselor. In fact, counseling can be most helpful when used to improve well-being, performance or to prevent a problem from worsening and getting out of control.

## So how can a counselor help?

EAP and other mental health professionals have received specialized training and licensing in the diagnosing and treatment of a variety of personal, emotional and mental health concerns. When you contact the EAP, your call will be handled with care and privacy. Whether you speak to a counselor in person, on the phone or via video chat, here are some of the ways counseling can help:

1. Often, we don't express our feelings, worries or problems out loud. Counseling gives you a private place, away from work and family, to discuss your concerns in an open and completely honest way. This can help you identify and clarify the problem.
2. Counselors will listen without judgement. They will help you feel comfortable and safe discussing your concern. They will partner with you on a commitment to see things improve.

3. Counselors will help assess and diagnose your concerns, so you have a better understanding of your struggles.
4. Counselors help you set goals and build accountability to change.
5. They will help identify resources and treatments that may help. They will connect you with specialized resources when needed.
6. Counselors and psychologists are caring, compassionate coaches and mentors. They can provide guidance on a variety of work and life challenges.
7. Mental health professionals are trained in techniques to treat social, relationship and mental health conditions. They have the skills to help you solve problems, build resilience and reduce mental health symptoms.
8. Counselors can work with your other healthcare providers to ensure you are working toward total health and well-being.



For confidential support, free of charge, contact Caterpillar's **Employee Assistance Program (EAP)**:

☎ **1-309-820-3604**

🌐 **EAP.cat.com**

☎ **1-866-228-0565**

🌐 **CaterpillarEAP.com**

For global access numbers by country