



CARE's WorkLife Solutions

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What Would You Say?

When confronting an employee regarding his/her job performance:

- Never make it personal. Instead, focus on what benefits the team.
- Communicate expectations. Be specific.
- Never ask "Why?"
- Discipline and reward equally.
- Unless the behavior was experienced by others, never discipline in front of others.

With these points in mind, answer the following for each scenario:

- Would you say something to this employee(s)?
- If so, what?
- Would you say it in front of co-workers?
- Would you document what you said?

An employee exceeds your expectations on a project.

An employee is 30 minutes tardy.

In response to an announcement of yours during a departmental meeting, an employee announces "This place sucks."

After approaching an employee to mention that she was 25 minutes late coming back from lunch, she states, "Sorry, I had to take my son to my mother's because I can't afford daycare."

A fellow supervisor describes his weekend of "binging" following his divorce. He tells you he "played awhile" with a pistol.

A full shift of parts is found to be 100% defect-free.

You overhear a table of employees, talking about impending cutbacks.

An employee leaps into the air and claims, "I'm a gazelle!" This employee has been 'giggly' since clock-in.

For advice in addressing these issues and more please contact CARE's WorkLife Solutions