



Real solutions for real business

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Supervisor Wire

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Published by CARE 's *WorkLife* Solutions to help supervisors in their goal of maintaining a productive workforce

Documenting Performance & Conduct Problems

What do you do when you have an employee that is always coming in late to work? Missing meetings? Expressing a negative attitude towards co-workers, managers or supervisors? Showing little regard to company policies? Performing poorly? The answer is: document. Create a file on that employee and start documenting their performance.

Informal Documentation: This form of documentation is for your own records. Each supervisor should keep these files put away and locked. They are for your own eyes unless action needs to be taken. Examples of informal documentation include unacceptable conduct, tardiness, behavioral issues, problems with other employees or inappropriate interactions with customers. This type of documentation helps you be able to step in before the problems become even more severe.

Formal Documentation: Formal documentation is typically required by your Human Resources department. This type of documentation is usually issued by a supervisor or manager. Formal documentation is more detailed and specific and your Human Resources department has their own specific requirements that need to be met. While CARE's *WorkLife* Solutions can offer guidance, it is up to you to contact your Human Resources department to find out what requirements need to be met when conducting a formal documentation.

When documenting, be specific with dates, words and actions. When taking notes be sure that you remain unbiased and avoid attacking the employee's character. Write clearly and specifically and know that your notes may be read by others. Using facts only, describe the incident that is causing your employee to act in the manner they are. Include dates and times of observations. Never include your personal opinions. Keep this information private between you and the employee and remember that only those who "need to know" should know. Contact Human Resources and let them know what is going on in case the problems continue to exist. Consistent documentation and discipline will improve the morale and productivity of your workplace.



How to Make an Employer Referral to CARE's *WorkLife* Solutions

It's as Easy as 1 - 2 - 3

- 1) Referring person MUST be the primary or secondary contact the company has previously identified as a liaison for employee assistance. CARE's WLS will only release information to this person.
- 2) Supervisor Referral Form and Release of Information MUST be completed and submitted to CARE's WLS in order for an employee's compliance to be disclosed to the company. Employees presenting to CARE's WLS without this will be processed as self-referrals. This means the employees attendance will not be reported back to the company
- 3) Employee calls WLS to schedule their appointment. An appointment will be offered within 3 business days.

If you are in need of more referral forms contact Enza at
emortillaro@careswls.com or call 586.541.1555 ext 218

CARE's WorkLife Solutions Management Training Academy

Over the last several years, management has taken on many new and complex dimensions. Advancing technology, changing values, and increasing competition have created new and exciting possibilities for every organization. The challenge facing management today is developing an organization that can achieve tomorrow's goals while continuing to meet today's changing business environment. To balance these organizational and economic demands, managers need a systematic, results-oriented approach to organizing, managing, and motivating the team.

The Management Development process is designed to help managers develop skills needed to do more with less and be able to aggressively accomplish organizational and personal goals and objectives. Managers come to understand why and how they are essential to achieving the organization's goals. This process makes management development not only possible, but eminently profitable.

Critical Issues Covered:

- The Manager as a "Leader"
- Criteria for Goal Setting
- Order & Importance of Values
- Goal Setting and Action Steps
- Building Confidence & Motivation
- Transactional Analysis
- Active Listening
- Effective Communication
- Impactful Decision Making
- Managing Negative Behavior
- Balancing the Workload
- Subordinate Development
- Creating a Problem Solving Environment



The Measurable Results:

- Cohesive, Energized Teams
- Reduced Turnover
- Improved Organizational Profits
- Developed Corporate Values
- Professional Accomplishments
- Increased Market Share
- Increased Productivity
- Development of Positive Attitudes
- Visualization of Purpose and Vision

CARE's WorkLife Solutions offers a variety of Leadership Development Workshops.
For more information call Paddy Laske at 586.218.5270
Or visit us online at www.caresworklivesolutions.com

CARE's WorkLife Solutions

(Formerly CARE's Employee Assistance Center)

We Can Help!

Family Problems - Child Care
Personal/Job Stress
Alcohol/Drug Misuse
Marital Tension - Elder Care
Emotional Problems
Legal and Financial Referral

Services are confidential and **FREE** to employees, their spouses and dependents.

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CARE's WorkLife Solutions Trainings Available

Interpersonal Relationships

Cultural Diversity
Dealing with Difficult Situations
And More

Organizational Development

Leadership Skills for Effective Management
Skills for Dealing With the Angry/Negative Employees
Improving Employee Morale For Supervisors
And More

Risk Management Policy

Department of Transportation Guidelines
Drug-Free Workplace
Workplace Violence (for Employees & Supervisors)
And More

Personal Development

Effective & Assertive Communication
Managing Day-to-Day Stress
Strategies for Organizing and Maximizing your Time
And More

To Schedule a Training or to see what else is available call Paddy Laske at 586.218.5270