

Supervising a Troubled Employee

When an employee is experiencing personal problems it often affects their work performance. As a supervisor you are responsible for dealing with these work performance issues. Consider the following when addressing sub-standard work performance:

- **Observe** – changes in behavior and job performance.
- **Document** – be specific, quantify your concerns if possible
- **Follow your organization's policies and procedures regarding proper actions**
- **Utilize internal resources** – human resources, your supervisor or manager
- **Contact EAP** – utilize the workplace consultation benefit
- **Supportive intervention:**
 - **Focus on job performance concerns and behaviors**
 - **Send clear message** – sub-standard performance will not be acceptable
 - **Communicate consequences of unacceptable job performance**
- **Action plan** – provide resources, including EAP
- **Follow up**

Assessment, short-term counseling and referral to community based resources are included as part of your EAP. These valuable resources are provided by your EAP at no out-of-pocket cost to you, your dependents and household members.

The Employee Assistance Program is an excellent first point of contact for all counseling needs, no matter what the concern.

**To Access Services call:
866-831-2181**

Go to: livewellworklife.com
Select: On-line Living Well Resources

What is an EAP?

Your organization provides an Employee Assistance Program (EAP) to its employees, their families and household members to provide access to resources to assist with problems and concerns affecting the workplace and personal lives. The EAP and related services are strictly confidential and available at little or no out of pocket cost.

Manager & Supervisor's Role

- **To retain valuable employees**
- **To identify, evaluate, document & confront workplace performance & safety concerns**

Workplace Consultation

To assist you and your colleagues in attaining this goal, the EAP provides unlimited workplace consultations. As you are undoubtedly challenged by issues in the workplace that affect job performance and workplace safety the workplace consultation benefit allows you to discuss these situations with an objective, professional consultant who is experienced in dealing with workplace issues and performance concerns. Workplace consultations are confidential.

The EAP provides coaching & consultation for issues such as:

- **Employee personal issues brought into the workplace**
- **Employee job performance concerns**
- **Conflict in the workplace**
- **Critical incident trauma response**
- **Referring an employee to the EAP**

