

2012

*Supervisor Newsletter*



**Well Connect**

*Life and Workplace Solutions*

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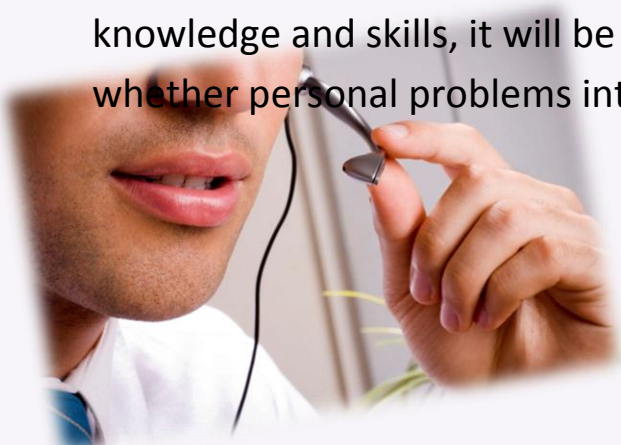
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<http://www.wellconnectep.com/>

*Sometimes it seems that only sales goals matter in our work unit. Can I refer my employees to the EAP if sales are down, especially if their jobs are threatened from lack of performance?*

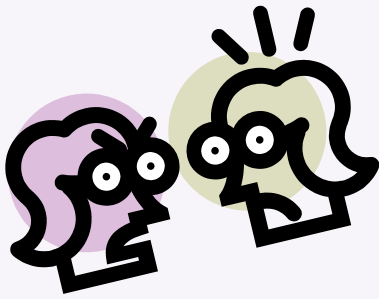
**A:** • EAPs

help employees who may have personal problems improve their performance. Unsatisfactory performance is the basis for supervisor referral to the EAP. At first glance, simply falling short of one's sales goals does not appear to be a reason for a referral to the EAP. However, do great disparities exist between your employees' past and present performance? Has a pattern of lower productivity been noticed? Are you familiar with your employees' potential, and does performance not measure up to it? These may be good reasons to consider a supervisor referral. Although the EAP may not be able to impart sales knowledge and skills, it will be able to evaluate and assess whether personal problems interfere with the ability of employees to perform.



## **Supervisors:**

**Please remember to recommend employees contact the EAP as soon as you become aware they may have a counseling issue. We are here to serve you!**



A:

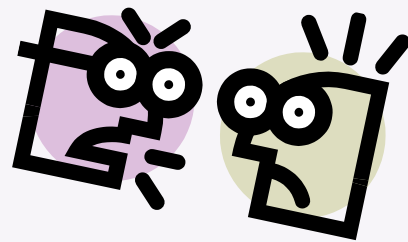
Your employee

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*When I say "hello" or "good morning," my employee ignores me completely. Her work is good, but she does not like me. This behavior is very irritating. Should I also stop greeting her and leave this part of our relationship alone?*

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appears angry and avoids verbal interaction with you to demonstrate that anger. Your relationship will become more problematic if you reciprocate. Although this behavior is upsetting, your first approach should be to meet in private and discuss her refusal to acknowledge your greetings. Avoid scolding her, but describe your experience and your feelings in response to her behavior. Ask for change. You may feel vulnerable with this approach but pleased at the outcome. Follow up by seeking to resolve the conflict in your relationship. A more assertive intervention would be to view your employee's behavior as a performance issue. The workplace is an environment where employees customarily exchange civilities. Acting appropriately is therefore a reasonable expectation. Your employee's behavior creates a work environment that is offensive, which can interfere with productivity. This is why employee performance evaluations often judge interpersonal skills.



*Monthly Quote for the Workplace*

*I will permit no man to narrow and degrade my soul by making me hate him.*

*~Booker T. Washington~*