

## **Using Your EAP as an Asset to Increase Productivity.**

As a manager, handling a situation with an employee that has a decline in production can be very challenging and stressful. Many times, when first confronted with an employee job performance problem, a manager may back away and let the employee work the problem out on his or her own. This non-reaction theory “that the problem will just go away” does not always work in every situation. Sometimes the employee may not be aware that there is a performance problem without it being pointed out or the employee may be aware there is a problem but may not know how to solve the situation.

Many times a production problem may be due to a job or personal issue, in or outside of the work place. How does a manager know what the performance problem is caused by? How can the manager address the work issues without getting on a personal level?

A significant function of Performance Plus EAP is to provide confidential consultation to supervisors and managers who are confronted with dynamic employee issues. This allows the supervisor the support to handle the situation more effectively and gives the employee a source for the guidance that is necessary to maximize his or her potential.

## **9 Steps to Achieve a Positive Performance Meeting.**

1. Schedule an appointment with the employee in advance “to discuss important work related issues.”
2. The meeting must be completely private with no interruptions from the telephone, employees or visitors.
3. Allow ample time for the performance interview.
4. A copy of the job description and the expected performance level, along with written documentation of the declining job performance must be accessible in the meeting. To avoid arguments or excuses, be prepared to show the employee the specifics of the performance issues.
5. In order for the meeting to be a success, avoid casual conversation. Maintain a firm, formal, yet polite manner. The point of conversation must be focused on the declining job performance.
6. Be prepared to assist with job-related issues only. Do not offer assistance for personal or medical issues.
7. Get the employee’s views of the performance problem. Let the employee know that if a personal problem is involved, he or she should contact Performance Plus and give them the EAP business card and/or brochure. Make note of the suggestion in the employee records.
8. Remember it is a voluntary action for the employee to contact Performance Plus. It is the manager’s responsibility to see that work gets done and that the employee does their job according to the company standards.
9. Keep a positive attitude about the employee’s potential.