

EAP SIDES

Excerpt #1:

As a supervisor, it is your responsibility to ensure that the work done in your unit meets a high standard and is completed on time. The employees under your supervision must have the appropriate knowledge, skills, and tools to reach these goals. But, when an employee doesn't meet expectations, you may have to work with that employee to identify the reasons why. Sometimes, a minor, nagging problem can be causing a distraction, or the employee may be experiencing a major life event that is disrupting their work-life balance.

Excerpt #2:

So, you may be wondering, “how do I make a referral to EAP?” Well, when you begin to notice a pattern of behavior associated with poor work performance, first determine if the employee has the skills and resources needed to complete the job properly. The occasional misstep, late report, or sour attitude is hardly indicative of a serious problem. However, a pattern of poor performance could indicate a problem. The key is to document such behavior in specific, concrete terms as part of a standard supervisory process.