

CONNECTIONS INC

Employee Assistance Program | Employee & Family Solutions

LEADERSHIP AND THE EAP

Vol. 13 No. 5

925 Westview Drive, Rock Valley, IA 51247 (712)-476-2889 or 1-800-779-6125

May, 2016

No More Excuses

My employee continues to blame his performance problems on organizational issues in the company that are real but, frankly, not within the power of our department to unravel. His excuses are understandable but remain unacceptable, how do I resolve this?

Assuming that you have given attention and taken steps within your control to resolve your employee's complaints, you are faced with the task of insisting on his accountability. This is more difficult if performance problems have existed for a long time. You may have to apologize for delaying your corrective feedback. Owning your delay in telling him you realize you should have called him to account previously allows him to see you as 'human' and may be an important step in trust-building. Your employee needs to know that you hear him, however you must communicate clearly



that organizational issues outside your control are no longer acceptable reasons to explain his performance shortcoming.

Be sure to get support from your superiors. Then do a corrective interview focusing attention on specific performance measures that are needed. State clearly your conclusion that the problems he's been using for an excuse have no practical solution. If issues arise which indicate personal distress or lack of collaborative skill an EAP referral may be appropriate. In any case it will be crucial to follow through with holding your employee accountable.

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. **Please check your wallet cards or contact your HR department for your username and password.**

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Information. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

Leadership Orientation Schedule

Session B

Wednesday, June 15, 2016

Sheldon, IA

8:00am – 12:00pm

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) to register and for more details.

Connections Website: www.connectionseap.com