

CONNECTIONS INC

Employee Assistance Program | Employee & Family Solutions

LEADERSHIP AND THE EAP

Vol. 13 No. 11 925 Westview Drive, Rock Valley, IA 51247 (712)-476-2889 or 1-800-779-6125

Nov, 2016

Performance Problems?

I understand and appreciate the EAP's role, but aren't some employees simply poor performers? Certainly, poor performance can't always be explained by a personal problem that can be counseled or treated.

Your insight is correct, not all employee performance problems are due to distractions caused by a treatable personal problem. However there is always a root or reason for both technical and collaborative *excellence* as well as *poor performance*. In short, all behavior is purposeful. Learn from honest self-examination - you too have a motivational profile. What trips your trigger(s)? When are you extremely productive? What discourages you? Largely personal history (with a genetics thrown to spice things up)



forms these complex motivational patterns. Recognize that every employee has a unique profile of 'motivators' and 'bummers' connected to their history/genetics. Counter-productive behavior at work can be caused by health/life problems, attitudes, beliefs, inadequate qualifications, aptitude, lack of knowledge and experience, or even environmental factors. Any of the above could be considered a "personal problem." The question is, "Will a supervisor intervene to create movement toward solutions?" Connecting the employee to the EAP is often useful 'movement.' The EAP's job is to assist an employee in sorting out what may be distracting them at work. When you can't identify a clear personal problem, don't jump quickly to conclude that a deficient work ethic, or other unshakable character trait not amenable to corrective action, explains the performance problem. A critical task is to avoid this conclusion at the expense of not making an EAP referral that could have worked.

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.

**Don't forget to get your new supervisors registered for our upcoming Leadership Orientation Classes!
Call today: 800-779-6125**

Leadership Orientation Schedule

Session B

Thursday, Nov. 17, 2016

Sheldon, IA

8:30 am

Friday, Nov. 18, 2016

Story City, IA

8:30 am

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

Information provided in LEADERSHIP and the EAP is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor.

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