



## GETTING THE SILENT TREATMENT

**My employee does not like me. She speaks to me only regarding work matters. She does not say "hello," "good morning," or exchange any pleasantries. I'm through saying good morning and good-bye as well. After all, why bother?**

It is normal for employees to exchange pleasantries. In fact, it takes some effort to avoid doing so, or at least not to respond to greetings. The "silent treatment" you describe appears to be a passive attempt to punish you while making it difficult to document such behavior as a job-related performance problem. You should not compound the problem by

reciprocating the silence. Instead, consider it your responsibility to say hello to your employee, extend yourself, and make the work setting an inviting and supportive place, even if your employee does not respond. By not doing so, you contribute to the problem and validate whatever unfavorable beliefs this employee holds about you.

If you feel well equipped to do so, arrange a "seek to understand" meeting with the employee. In such a meeting ask lots of open ended questions and minimize any argument. It is far better to defend yourself later if needed and keep the meeting focused on the employee's statements and

perceptions. Should you worry about your ability to handle either your own or the employee's emotions in such a meeting, seek the consultation of your HR staff or your EAP professionals. Using either phone consultation or in-person EAP counselors to help plan an approach to such an employee is very legitimate use of your EAP.



### Leadership Orientation Session B

Thurs. Nov. 16, 2017  
8:30am - 11:30am  
Algona, IA

#### CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) for more information or register online at:  
[www.connectionseap.com](http://www.connectionseap.com)

### 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 Resources. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

Information provided in this newsletter 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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