



## DID YOU GET THE MEMO?

**I followed the advice of the EAP and put in writing the changes I expected from my employee regarding his getting to work on time. It worked, but why was a memo more effective than my hounding him for a year?**

Understanding the reasons why corrective memos work can help you decide to put requests in writing sooner rather than growing more frustrated with your employee. Most humans with long-term problem behaviors resist change naturally. We don't sense any urgency to change behavior because over the long term we have not experienced consequences for continuing it. Or the consequences are not severe or 'novel' enough to discontinue the behavior.

The employee may know the behavior should change, but his experience does not allow him to muster a sense of urgency necessary to do it. Expressing your frustration verbally at his behavior and his promises to you, the supervisor, to change may not overcome the behavior pattern.

The power of print often introduces a new level of novelty, freshness, and uniqueness of the message you are trying to convey. A corrective memo can produce change because it eliminates dialogue and processing of excuses. Most employees will re-read such a memo or mentally replay its contents. A written precise description of the counter-productive behavior becomes a mirror in which the employee sees himself in a more

precise way. This increases healthy anxiety, breaks the denial, and helps the employee focus on the consequences of failing to change. This produces the sense of urgency, and change occurs. Don't forget to include an EAP referral in such memos. Your HR staff or your EAP professionals can assist in developing the memo!



### Leadership Orientation Session B

Watch for up coming classes.

#### 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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