



DOCUMENTING SUBTLE BEHAVIORS

Documenting employees who participate in subtle abuse or bullying behaviors is difficult. I often can't find words to describe exactly what I am seeing and hearing. If I mention "tone of voice" for example it just sounds like my opinion!



"Well, how did he react? Was it that scowling-grunt of no way, or that raised-eyebrows-grunt of just maybe?"

You are correct. The tone of voice, subtle shrugging of shoulders and exaggerated sighing are all powerful communications but may be difficult to describe in documentation without being subjective. This can lead to your concerns being dismissed by others as your opinion rather than bullying.

The way around this problem is to document reactions by the victim or group to the tone of voice and other subtle behaviors. Putting the behavior in context and adding documentation of other's reactions can help: "Susan, rolling your eyes, followed by your loud sigh caused the room to become tense and

silent during Jack's report – later another teammate told me they wanted to respond but felt pressure to remain quiet lest they too would be belittled for speaking up." The effects on others in this setting are visible, describable and measurable. Now you have something less refutable, not based on opinion. Identify and document two or three dramatic and pertinent situations to support the thrust of your concerns. Now corrective or another administrative action is fully documented and justified.

Leadership Orientation Session B

Fri. March 15, 2019 - Sheldon, IA
Thurs. March 21, 2019 - Mitchell, SD
Wed. June 05, 2019 - West Des Moines
* Class Times 8:30am - 11:30am

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

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.