



RETAINING VALUED EMPLOYEES

My employee says she is thinking about quitting because she can't get along with her coworker. Should I send her (or them) to the EAP? I am a little nervous about doing this right the first time. I don't want to lose her.

Managers should first attempt to resolve conflicts between employees. Here's one approach: Ask this employee to share the history of the conflict with you, how it began, and what prompted her to come to you now. What steps she has taken to resolve the conflict? What about her attempts to resolve has not worked? How she would like to proceed with a resolution? Always remember asking for

and listening to an employee's description of solution attempts and desires does not mean you will do what they suggest! If quarreling employees have not resolved their problems, Repeating their attempted solutions is a dead end road.

Remember for some employees, remaining in conflict is easier than the compromises necessary to resolve them. Others may gain a sense of 'control' because simply insuring another person is angry is a subversive way of controlling another. Sometimes a supervisor is best off refusing to focus primarily on the conflict. It may be wiser to focus on specific individual behaviors which are counter-productive.

Gestures or words which are disrespectful or insulting are not acceptable. Make a decision to meet with one or both employees and play a leading role. Hold each accountable, using corrective action when necessary to improve teaming behaviors.

Employee conflicts are not solely personal problems. They can affect your mission and the bottom line. If a resolution does not appear forthcoming, involve resources such as the HR department or your EAP. Hidden agendas disabling health issues or other hidden factors may underlie the conflict.

Leadership Orientation Session B

No classes scheduled at this time.
Please watch for future 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

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.

Copyright 1998, FHG.