



KEEPING A POSITIVE WORK ENVIRONMENT

My employee does not like me. 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 may be a passive attempt to punish you while making it difficult to document such behavior as a job-related performance problem. On the other hand, some people come into adulthood with unusually low connective behaviors. What most folks consider normal greetings fall in the broad category of bonding and connective behaviors.

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 and behaviors this employee retains.

If you feel equipped to do so, arrange a "seek to understand" meeting with the employee. In such a meeting ask lots of 'What? When? Where? and How?' questions. It is often wise to limit your verbalization to questions in this first meeting. Do not argue, defend yourself or ask "Why?"

Virtual Leadership Development Seminars

- September 15
- October 20
- November 17
- December 1
- December 8

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: www.connectionseap.com

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars and skill builders are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab 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.