



## INADEQUATE PERFORMANCE

**My employee apologizes constantly for her inadequate performance. She is sincere, but I feel a bit guilty putting pressure on her. She won't go to the EAP. I feel torn. I am more frustrated with myself than with her!**

Your employee may be sincere, but her performance is unacceptable. When she apologizes without correcting her performance, she effectively avoids disciplinary action. You have taken one important positive step when you state, "I am more frustrated with myself than with her."

Until now, you have allowed yourself to be manipulated to avoid taking corrective action. The root meaning of the word 'discipline' is not punishment but rather 'disciplining' – related to behavior shaping, correction, and mentoring. The employee disciplinary policy is a tool for correcting performance. Your performance is suffering because you are not managing this situation properly and this very likely may lead to a crisis you do not want!

Consider this: By not acting more decisively, you have enabled her problems to grow worse. Not all employees are defensive when confronted. Some may simply agree

with you but do not feel motivated enough to change. Consult with the EAP about your indecisiveness and use the guidance to pinpoint the personal issues that keep you avoidant and indecisive. With some confidence, you can team with your HR department and/or manager to deliver effective discipline and corrective action. An EAP referral may be suggested as a tool for your employee, or even become a 'condition of employment' in the future.

*This information is not a substitute for the advice of a qualified professional. Contact your EAP for access to professional and certified assistance.*

**Leadership Orientation Training - Session B**  
Watch for Up-Coming Classes

### **CONTACT US TODAY:**

Please contact our office by calling 800-779-6125 or e-mailing (info@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 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.)

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