



KEEP FOCUS ON ACCOUNTABILITY

I supervise a team which has a solid record of cooperation and good performance. A recently hired team member has a pattern of making significant mistakes. Sometimes the problem is resolved quickly, at other times his errors generate productivity problems affecting the entire team. When confronted he is generally polite and apologetic. However, this pattern has become unacceptable.

Are these issues due to subtle skills deficits or could they arise from unmanaged mental health problems?

This is a classic question! Your concern and sensitivity are wise, however you don't have to distinguish between mental health and/or skill deficits. Keep your focus on accountability and keep a record of very specific unacceptable behaviors. When problems emerge or reappear, immediately take the corrective steps your written employee policies outline. Your leadership team, HR department and/or EAP may provide helpful

coaching as you plan/deliver both corrective action and an EAP referral. Your referral to the EAP should always be based on measurable, documentable performance issues, not your suspicions about mental health or other personal problems you believe explain an employee's behavior or performance decline.

Written by: Andy Visser



Leadership Orientation Training - Session B Virtual

Mon. April 6, 2026
1:00pm - 3:30pm

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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