

Supervisor DO's

- DO continuously monitor the employee's job performances.
- DO document specifics.
- DO confront as close to the occurrence as possible.
- DO consult with the employee in a private place.
- DO present specific information on job performance from your documentation.
- DO set up a plan to improve performance.
- DO ask the employee if he/she understands the situation clearly (review the plan, if necessary).
- DO set a specific time to review the situation.
- DO explain to the employee that help is available through the Employee Assistance Program.
- DO emphasize that all aspects of the program are completely confidential.
- DO explain that the employee must decide on his/her own whether or not to seek assistance.

Supervisor Don'ts

- DON'T take responsibility for solving the employee's problem.
- DON'T generalize about the employee's job performance.
- DON'T moralize. Restrict your criticism to job performance and attendance.
- DON'T cover up for a friend. Misguided kindness can lead to serious delay in the employee receiving help.
- DON'T be misled by sympathy evoking tactics by the employee.
- DON'T interrupt the employee.
- DON'T become involved in side issues or "bargaining".