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# Supervisor Wire

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Published by CARE's WorkLife Solutions to help supervisors in their goal of maintaining a productive workforce

## CARE's WorkLife Solutions Website - A Great Resource for Supervisors

As you hopefully already know, CARE's WorkLife Solutions officially launched its new and improved website this past Fall. In continuing with the promotion of the website, we are devoting this edition of the Supervisor Wire to helping you get better acquainted with all of the online resources now available.

### About the website

The website has individual sections with more than 3,000 articles, tip sheets, calculators, assessments, audio and video clips, resource links, skill builder trainings, self searches and more. The website is your one stop shop for locating information and resources. The sections are divided by topic areas including: Legal, Parenting, Aging, Balancing, Thriving, Working, Living and Supervising. It also includes publications such as both current and previous editions of the Weekly Wires, Supervisor Wires and Wellness Wires.

### Supervising

The Supervising section of the website contains helpful information just for you, the supervisor. This section provides the following information and forms: Referral Form, Information Release Form, the Sometimes Speech, Promoting the Program To Employees, Supervisor Wire, Leadership Tip Sheets and contact information for management consultation.

- **Referral Form:** Complete this form when referring an employee. Be sure to have it signed by the designated representative for your organization before faxing it over.
- **Information Release Form:** No information can be released to your organization without this consent form for the release of confidential information being signed by the employee.
- **The Sometimes Speech:** This speech directs attention away from the employee and normalizes the fact that personal problems "sometimes" interfere with job performance.
- **Promotion:** Tip sheets for management and employees on promoting CARE's WorkLife Solutions.
- **Tip Sheets:** CARE's WorkLife Solutions Referral Process, Handling Negative Comments, Management Consultation, Reasonable Suspicion Checklist, Sample CARE's WorkLife Solutions Sample Policy, Sample Letter to Employees, Sample Supervisor Referral Policy, Reasons Supervisors are Reluctant to Refer and What Would You Say?

### Skill Builders - On-line trainings to enhance skills

Close to 100 online Skill-Builder Trainings are available. These Skill Builder Trainings have been designed to target very specific content and most can be completed within 30-45 minutes and do not have to be completed in one sitting. Users may print a Certificate of Completion when they finish a Skill Builder. Supervisors may direct employees to a specific Skill Builder on the website and ask them to complete the course within a designated timeframe and have them provide you with the certificate. This can be a very useful performance improvement tool and there are no limitations on the numbers of Skill Builder Trainings you may take.

### Monthly Webinars

On-line seminars (also called Webinars) are online educational seminars via the Website and Internet. The webinars are offered monthly and are one hour in length. Topics vary and past titles include "Creating a More Resilient You," "Ain't Life Grand: Opportunities for Growth" and "Employees in Crisis: How Personal Finances Can Impact Job Performance." All webinars are archived within 8 days of the live seminar. Once they are archived, they are available 24-7. Register online today for the January 19th webinar "Modern Day Bargain Hunter." Please visit the website for more information.

**We Can Help - Family Problems - Child Care - Personal/Job Stress - Alcohol/Drug Abuse - Marital Tension  
Elder Care - Emotional Problems - Legal and Financial Referral - And Much More!**

**CARE's WorkLife Solutions - Services are FREE and confidential to employees, their spouses and dependents. Call Toll Free 866.888.1555 or [www.caresworklivesolutions.com](http://www.caresworklivesolutions.com)**

## Sample Tip Sheet From Website: What Would You Say?

As supervisors, it is our role and obligation to address employee job performance issues. This can sometimes feel uncomfortable and awkward and might be one of those job tasks that we like least. However, it is absolutely necessary. Performance issues left unaddressed can only get worse. Below are a few key points to keep in mind when confronting an issue:

- Never make it personal. Instead, focus on what benefits the team overall.
- Communicate expectations simply and clearly. Be specific.
- Never ask “Why?” Asking why often times causes defenses to arise.
- Discipline and reward equally, if possible. Employees need to hear what they are doing well along with areas that need improvement.
- Unless the behavior was experienced by others, never discipline in front of others.

With these points in mind, answer the following questions for each scenario:

- Would you say something to this employee and if so, what?
- Would you say it in front of co-workers or in private?
- Would you document what you said and if yes, what specifically would you document?

Scenario One: An employee is 30 minutes tardy for the third time this month.

Scenario Two: In response to an announcement of yours during a departmental meeting, an employee announces “this place stinks.”

Scenario Three: After approaching an employee to note that she was 25 minutes late coming back from lunch, she states, “sorry, I had to take my son to my mother’s because I can’t afford daycare.”

Scenario Four: A fellow supervisor describes his weekend of “binging” following his divorce. He tells you he “played awhile” with a pistol.

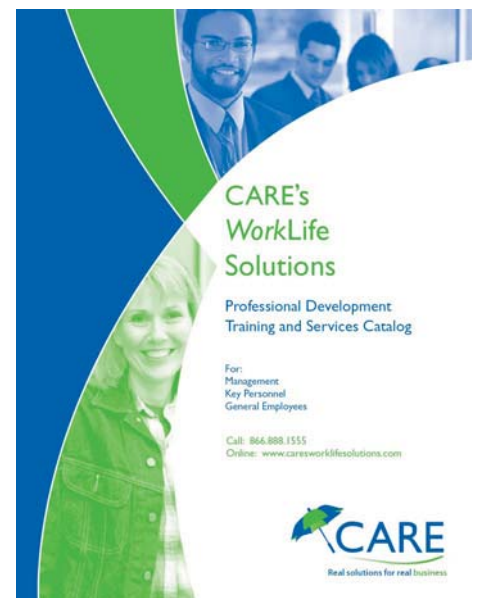
Scenario Five: You overhear a table of employees, talking about impending cutbacks and sharing confidential information that they should not have knowledge of.

Schedule a Supervisor Training today and we can review these scenarios together as a team!

### Professional Development Training and Services Catalog

Our complete training catalog was mailed to your organization several months ago and is also available for viewing or download via our website. We have added dozens of new offerings over the last two years so please take a moment to review. We offer trainings in the following areas:

- Interpersonal Relationships
- Organizational Development
- Risk Management
- Personal Development
- Leadership Training
- Professional Coaching
- Downsizing and Restructuring
- Critical Incident Stress Management & Response
- Mediation
- Personality Inventories and Employee Surveys
- Smoking Cessation



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