

HOW TO HANDLE A PROBLEM

DETERMINE OBJECTIVES

STEP 1 – GET THE FACTS

Review the record.

What policies, rules, and regulations apply?

Talk with individuals concerned and get opinions and feelings.

Be sure you have the whole story

STEP 2 – WEIGH AND DECIDE

Fit the facts together and consider their bearing on each other.

What possible actions are there?

Check practices and policies.

Check each action against objectives weighing effect on individual, group, and production.

Select the best actions.

Don't jump to conclusions

STEP 3 – TAKE ACTION

Should I handle this myself?

Who can help in handling?

Should I refer this to my supervisor?

Consider proper time and place.

Explain and get acceptance.

Don't pass the buck

STEP 4 – CHECK RESULTS

How soon and how often will I check?

Watch for changes in output, attitudes, and relationships.

Did my actions help production?

WERE MY OBJECTIVES ACCOMPLISHED?

JOB RELATIONS POCKET CARD

A Leader Gets Results through People

FOUNDATIONS FOR GOOD RELATIONS

1. Let Each Employee Know How He or She is Getting Along

Figure out and tell the person what you expect.

Point out ways to improve.

2. Give Credit When Due

Recognize extra or unusual performance.

Tell the person while it's fresh.

3. Tell People About Changes that Will Affect Them

Tell them WHY if possible.

Get the person to accept the change.

4. Make Best Use of Each Person's Ability

Look for abilities not now being used.

Never stand in an employee's way.

People Must Be Treated As Individuals