



# Troubled employees – quick tips

When an employee is having difficulties in their personal or professional lives, they may attempt to disguise or hide the problems they are experiencing. The employee might be ashamed of the issues they are dealing with or scared to ask for help.

Nevertheless, most employees in distress will show multiple signs that they are struggling. In addition, their work performance will usually be impacted. Being able to identify these signs will enable you as a manager to reach out to these employees, offer them support and guidance and prevent further suffering and losses (emotional and financial) from occurring.

- It is not necessary to question an employee about all areas of their life in order to be helpful to them and offer appropriate resources.
- The key steps to follow when you have identified a troubled employee are: Observe and document the behaviors Talk with the employee about the behaviors you have observed Offer the employee resources or assistance Develop a plan of action Follow up to show that you care and to reassess the situation.
- Do not ignore a pattern of unacceptable work or a significant decline in performance on the job. These are often indicators of personal problems in an employee's life.
- Frequent absenteeism, difficulty in concentration, poor associate relationships and high accident rates are common signs of a troubled employee.
- Identifying and reaching out to troubled employees will help you to foster a trusting and supportive environment in the workplace.
- Maintaining an environment of open communication with employees will help to minimize the impact of personal problems on work.

This environment will also encourage your employees to come to you for support and understanding when dealing with problems.