

The background features a large, light gray shield with the University of Pennsylvania crest. The crest includes two open books on the left and right, and a central figure of a ship's prow. Below the shield, the text "Supervisory Training" is written in a bold, dark blue font.

# Supervisory Training

PRESENTED BY:  
PENN BEHAVIORAL HEALTH  
UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM



**EAP**  
**Employee Assistance Program**

**Supervisor's  
Responsibility**

**Employees**

**Organization**



**Alcoholism**

**Drug Abuse**

**Immaturity**

**Family Problems**

**Stress**

**Emotional Problems**

**Situational Crisis**

**Personality Conflict**

**Job Dissatisfaction**

**Physical Illness**

**Structural Job Problem**

**Problems**





# Employee Behavior

**Sporadic Performance**

**Strained Relationships**

**Poor Judgment**

**Episodes of Lost Temper**

**Confusion**

**Increased Tardiness**

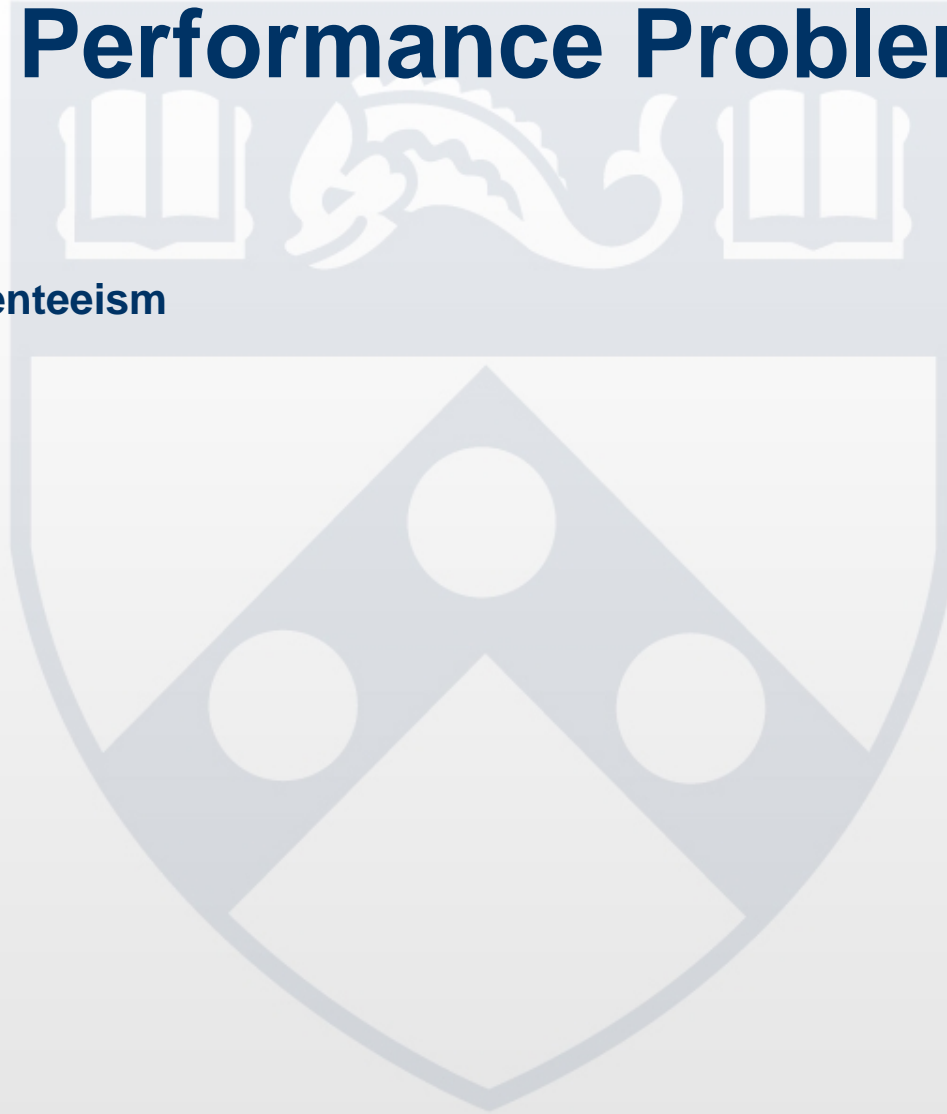
**Increased Absences**

**Irritability**

**Employee Theft**

# Common Performance Problems

- Absenteeism



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- **“On the Job” Absenteeism**

# Common Performance Problems



- Absenteeism
- “On the Job” Absenteeism
- **High Accident Rate**

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- **Difficulty in Concentration**

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- **Uneven Work Patterns**

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- **Lowered Job Effectiveness**

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- Difficulty in Concentration
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- Uneven Work Patterns
- Lowered Job Effectiveness
- **Poor Relationships on the Job**

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- Difficulty in Concentration
- Confusion
- Uneven Work Patterns
- Lowered Job Effectiveness
- Poor Relationships on the Job

# Supervisory Intervention



**O**bserve

**D**ocument

**I**nform Employee

**R**esource

# Supervisory Intervention

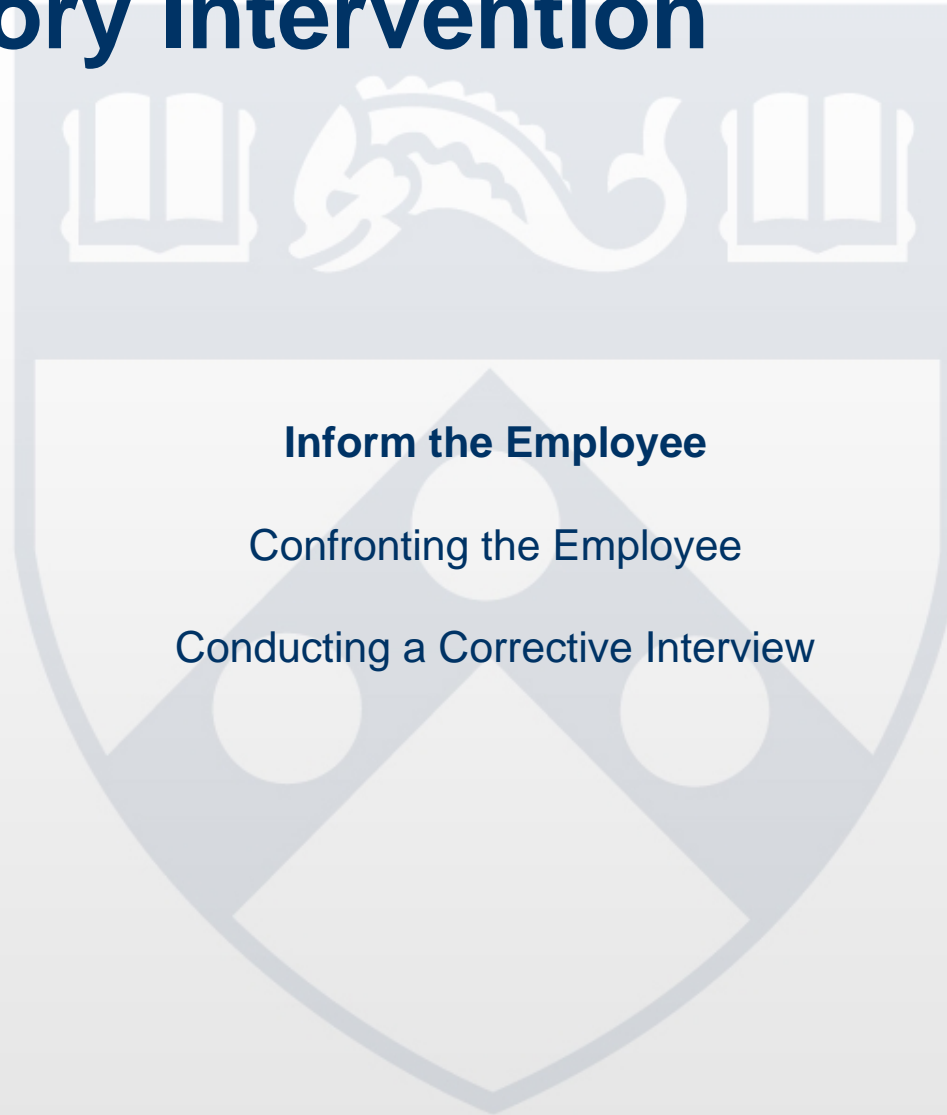


**Document the Performance**

Date/Time/Event

Behavior versus Judgment

# Supervisory Intervention



**Inform the Employee**

Confronting the Employee

Conducting a Corrective Interview

# Supervisory Intervention

**Job Performance Problem Documented**



**Corrective Interview**



**Job Performance Problem Corrected**



**If Job Performance Problem Continues**



**Resource to Employee Assistance Program**

# Supervisory Intervention

Job Performance Problem Documented



Corrective Interview



Job Performance Problem Corrected



If Job Performance Problem Continues



Contact Human Resources Representative



Referral to Employee Assistance Program



# Resource vs. Referral

# Supervisory Intervention

