

# **JOB RELATIONS POCKET CARD**

A Supervisor Gets Results Through People

## **Foundations for Good Relations**

### **1. Let Each Employee Know How He or She is Doing**

- Tell employee what is expected.
- Point out ways to improve.

### **2. Give Credit When Due**

- Recognize extra or unusual performance.
- Give recognition while its fresh.

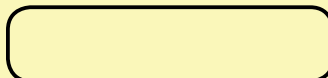
### **3. Tell Employees in Advance About Changes That Will Affect Them**

- Explain why if possible.
- Give them time to accept the change.

### **4. Make Best Use of Each Person's Ability**

- Look for ability not now being used.
- Never stand in the employee's way.

**People Must Be Treated as Individuals**



# How To Handle A Problem

## DETERMINE OBJECTIVES

### Step 1 - Get the Facts

- Review the record.
- What policies, rules, 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 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, attitude, and relationships.
- **Did my action help production?**
- **Were Objectives Accomplished?**

