

## **ACTIVITY**

### Supporting staff: Part 1

## **TASKS**

You are the manager of a busy department which has a lot of interface with the general public. Recently you have noticed that George, one of your staff members, has been acting out of character. Normally a very reliable member of staff he has been making mistakes, his time keeping has been what can only be termed 'erratic', he seems withdrawn and you have been told by one of his colleagues that occasionally he has had arguments with customers. George has been part of your team for the last five years and, to date, has always been 100% reliable. George was moved to the Front Desk two months ago from his Admin Post.

Deciding to investigate you set up a meeting with him.

1. Please think about the following:

- a] Where would you hold such a meeting?
- b] How would you open up a dialogue?
- c] What sort of questions would you ask to gain the information you need to establish whether the problem is in the workplace or in his personal life?

2. After questioning him it appears that the problem has nothing to do with the workplace. His marriage of 9 years is going through a very troubled time and he thinks his wife is going to leave him. Please think about the following:

- a] What action would you take?
- b] Would you keep any records of action taken?
- c] Would you ask anyone for guidance of the correct sort of action to take and if so who?

3. Select a member of your group to make a brief presentation of your findings to the other course participants.