

ACTIVITY

Supporting staff: Part 2

TASKS

Returning to the scenario with George i.e.

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member of staff he has been making mistakes, his time keeping has been what can only be termed 'erratic', he seems withdrawn and occasionally has had arguments with customers.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.

Consider the alternative scenario that having met with George and begun questioning him he bursts into tears and tells you he just cannot cope any longer. He informs you that he has been having sleepless nights, difficulty in concentrating and feeling very 'wound up'. When he has calmed down you discover that he is having problems with his workload, partly due to not being clear about what is expected of him, he is worried about his job security following recent changes, he is not at ease dealing with customers personally and does not think he has sufficient training to be able to carry out his work effectively.

Please think [a] about how you would deal with this situation following the 5 steps to Risk Assessment and [b] who you would turn to should you need guidance as to the best course of action to take.

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