



JOB RELATIONS

Set Your Objective

STEP 1 – GET THE FACTS

1. Review the **RECORD** (good and bad)
2. Find out what **CUSTOMS & RULES** apply
3. Talk with the **INDIVIDUAL** concerned
4. Get **OPINIONS** and **FEELINGS**

Be sure you have the whole story!

STEP 2 – WEIGH AND DECIDE

1. Fit the facts **TOGETHER**
2. Consider their **BEARINGS** on each other
3. Check **POSSIBLE ACTION**
4. Check **PRACTICES** and **POLICIES**
5. Consider the **OBJECTIVE** and the **EFFECTS** on the individual, the group and on production

Be careful not to jump to conclusions.

STEP 3 – TAKE ACTION

1. Are you going to do it **YOURSELF**?
2. Do you need **HELP** handling it?
3. Should you **REFER** it to your Supervisor?
4. Watch the **TIMING**

Don't pass the buck.

STEP 4 – CHECK RESULTS

1. How **SOON** will you follow up?
2. How **OFTEN** will you need to check?
3. Watch for **CHANGES** in output, attitude and relationships.

Did your actions help production?

DID YOU ACHIEVE YOUR OBJECTIVE?



JOB RELATIONS

A Supervisor gets results through people.

FOUR FOUNDATIONS FOR GOOD RELATIONS

1. **Let each worker know how he/she is getting along**

- Figure out what you expect and tell them
- Point out ways to improve
- Start with curiosity (not blame)

2. **Give credit when due**

- Look for extra or unusual performance
- Tell the person while it's "hot"
- Be specific

3. **Tell people in advance about changes that will affect them**

- Tell them why if possible
- Work with them to adjust to the change

4. **Make best use of each person's ability**

- Look for abilities not now being used
- Never stand in a person's way

PEOPLE MUST BE TREATED AS INDIVIDUALS