

Q. What can supervisors do to help their employees correct performance more efficiently? I have often met with employees to discuss problems that need fixing, but I have later been surprised by what's been forgotten or not understood despite what appeared to be a well - communicated meeting!

A. If you have been a supervisor for any length of time, you have likely noticed how an employee may be very attentive in a corrective interview as you explain a problem, but later it is as though they were daydreaming the entire time they were looking you straight in the eye. You may have asked to have key points in the meeting repeated, but later the details are surprisingly overlooked. There are many reasons for this phenomenon, including attention deficit issues due to stress, fear, or even possibly depression or medical issues. It is common for such employees not to return later for clarification, fearful of the manager's response to their apparent lack of attention. For these reasons, practice putting pr

A. Beyond following up later and affirming the positive changes in her attendance, the situation with this employee seems to have been handled well. This is a self-