

What should a manager do when an employee's productivity or attitude fails to meet expected standards?

The reality is that this problem cannot be rectified until the manager first identifies its cause.

A small percentage of managers, especially experienced ones, seem to have the innate ability to identify the root causes of a problem. It could be because they have simply “been there and done that” or they are more confident at confronting these situations head-on. In most cases, however, managers and supervisors lack the ability to successfully analyse the workplace and the employees within it to generate tactics for problem resolution.

It is no surprise that inexperienced managers generally have more difficulty in correcting problems that involve under-performing staff members. They have, by definition, a background which has provided fewer opportunities to interact with direct reports and have had less opportunity to be exposed to problems that have been identified and successfully addressed.

The reason why managers and supervisors have difficulty with problem resolution in situations involving their direct reports is because it is never easy (in fact, it is typically a challenge) to “manage” problems which involve employees—each of whom have their own differing attitudes, viewpoints and perspectives.

Many observers consistently note that a manager's most important responsibilities are those which involve employees. Yes, managing equipment, products and materials, time and, of course, money are absolutely critical; however, most of the work in most departments is performed by employees.

The use of Management and Coaching reports provided by Profiles International will not only give managers an accurate insight into the attitudes and perspectives of each of their direct reports, they also provide practical coaching suggestions to give them the confidence and the “people skills” to address any challenge that their direct reports may present them.

If you would like to know more about using Management/Coaching reports to increase productivity and workplace engagement, please email Mark Purbrick (mark@profiles.net.au)

For a free Fact Sheet on implementing a Checkpoint 360 program, please make your request by emailing info@profiles.net.au