

Quick Ideas

Critical Mistakes Made by Managers

The following are eight critical mistakes made by managers and supervisors when dealing with employees in trouble at work:

Critical mistake #1 – Failing to set clear expectations or to regularly enforce them.

Critical mistake #2 – Letting problems you're aware of fester before addressing them.

Critical mistake #3 – Failing to communicate with people about their problems.

Critical mistake #4 – Taking the matter (whatever that is) personally.

Critical mistake #5 – Playing “gotcha” with troublesome or difficult people.

Critical mistake #6 – Waiting too long to get professional help, such as an EAP.

Critical mistake #7 – Failing to recognize the importance of due process

Critical mistake #8 – Unwillingness to see a problem through to resolution.

Are your managers and supervisors making any of these mistakes...?

Sources: Bob Gilson, a retired government labor and employee relations director