

Remember:

Managers are not responsible for changing employee performance, but they can:

- Expect employees to do their best job
- Support employees in their efforts
- Provide constructive feedback
- Offer available resources and support
- Ensure that expectations are clear and consistent

**To request an EAP
Management Consultation,
contact:**

BCPS External EAP

Cigna Behavioral Health

1-888-431-4334

www.cignabehavioral.com

Company ID: baltimore

OR

BCPS Internal EAP

410-887-5414

www.bcps.org/offices/personnel_services/eap

Baltimore County Public Schools Employee Assistance Program (EAP)

Management Consultation Services for Administrators and Supervisors

Employee performance problems are some of the most challenging issues faced by supervisors...



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Your EAP is here to help!

What is a management consultation?

Support, guidance, and consultation for administrators and supervisors with a trained professional regarding employee job performance issues, personal difficulties affecting job performance, or safety issues.

The services are **confidential** and provided at **no cost**.

How can it help?

1. Assist the manager to identify job performance issues
2. Consult with the manager to identify specific behaviors that need to be addressed
3. Collaborate in planning a course of action to resolve job performance issues
4. Provide ongoing support

When assessing job performance issues, consider the following:

1. Identify if the performance issue is related to job skills, human relations issues, safety issues, time management, or other work performance area.
2. Be specific and objective regarding job performance issues, (e.g., date and time, nature, and duration of the difficulty).
3. Focus on job performance issues not personal issues and avoid using labels, judgment, and personal opinions.
4. Determine the impact of the employee's inadequate job performance on the goals and objectives of the school system, safety of the work place or community at large.
5. Review what strategies have been utilized to correct the job performance issue.
6. Provide objective and measurable goals to improve job performance.
7. Offer available resources.