



Helping a Team Member Get Back on Track: A Guide for Managers

Does a member of your team seem disengaged, bored, or distracted? Try these suggestions:

1. **Schedule a private meeting.** Review the person's assigned duties. Outline the performance changes you have observed and the impact they are having.

Sample language: "I've noticed a change in your work lately. (List specifics.) Is there something happening at work that is impacting your behavior?"

2. **Listen.** Give the person time to respond to your concerns. If they disclose that personal issues are impacting their behavior or performance, consider making a referral to LifeMatters.

Sample language: "LifeMatters is available to assist with personal concerns. They're a great problem-solving resource. I encourage you to call."

3. **Discuss any concerns.** Has a change in workflow or priorities increased stress levels for your team? Has a colleague departed, taking away valuable skills or knowledge, and perhaps a valued work friendship as well? Listen for clues about what might be dampening the team member's enthusiasm.

Sample language: "Let's review your responsibilities, as well as anything that might be impacting your ability to complete them on time. What would help you get back on track?"

4. **Remind the person of their value.** Give specific examples of your respect for the person's skills and efforts. A few words of appreciation may be all that is needed to help them regain focus and increase productivity.

Sample language: "I am grateful for your contributions. What you do for this organization matters."

5. **Challenge the individual.** Look for opportunities for skill development. Consider assigning a special project, offering a cross-training opportunity, or sending the person to a relevant seminar.

Sample language: "What would you like to accomplish in this role? Let's look for ways to help you reach your goals."

Sometimes, it may take time to bring the person's performance back to previous levels. If issues persist, consult with Human Resources and determine if a performance referral to LifeMatters is warranted. Consult with HR before taking any disciplinary action.

1-800-367-7474

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