

KENTUCKY EMPLOYEE ASSISTANCE PROGRAM

Identifying the Troubled Employee

The Kentucky Employee Assistance Program (KEAP) can serve both supervisor and troubled employee. KEAP can be contacted at (502) 564-5788 or (800) 445-KEAP.

Referring an employee for assistance based upon job performance or job behavior problems is to do something for the employee, not to them. Below are signs that may identify a troubled employee:

ABSENTEEISM

- Excessive sick leave
- Monday/Friday absences
- Absent on/after payday
- Frequent unplanned absences
- Unbelievable excuses for absence or tardiness
- Has others call in work, not calling for self
- Avoids speaking to manager when calling in
- Uses all leave earned as soon as possible

ON THE JOB ABSENTEEISM

- Away from desk more than necessary
- Long coffee or smoke breaks
- Visiting co-workers
- Frequent trips to the restroom
- Failure to show up where the office thinks employee is.

PERFORMANCE

- Misses deadlines
- Dependability decreases
- Complaints from co-workers/customers
- Alternate periods of high/low productivity
- Refusal to perform some job functions
- Improbable excuses for poor performance

DIFFICULTY IN CONCENTRATION

- Work requires greater effort
- Jobs take more time
- Exercises poor judgment
- Difficulty following instructions
- Preoccupation with personal problems

ACCIDENTS

- More accidents on the job than co-workers
- "Horseplay"
- Improbable excuses for bruises, injuries

JOB BEHAVIOR

- Excessive time on personal phone calls
- Dramatic mood swings
- Emotional outbursts such as crying, shouting or cursing
- Deterioration of personal appearance
- Slamming or throwing objects
- Borrowing money from co-workers
- Returning from lunch in altered condition
- Threatening customers or co-workers
- Avoiding co-workers
- Inappropriate use of employers' computers
- Rudeness to customers and/or co-workers
- Unproductive complaining