

Addressing Frequent Tardiness

If a member of your team is frequently late, consider these tips:

- ▶ **Document.** Record those dates when the individual did not arrive on time and note how late he or she was each time.
- ▶ **Consult with Human Resources.** Talk to HR about how to address the concern and familiarize yourself with any relevant policies. The LifeMatters Management Consultation Service is also available to assist with determining next steps.
- ▶ **Schedule a private meeting.** Discuss your concerns with the person and outline the impact his or her behavior is having on individual co-workers and the team. For example: “When you are late, it forces your co-workers to cover for you.”
- ▶ **Listen to the response.** Allow the worker to provide her or his perspective. In some instances, the individual may reveal that the late arrival is the result of logistical issues, such as using public transportation, school or childcare schedules, or working multiple jobs. If this is the case, consult with Human Resources to determine if it would be appropriate to adjust the worker’s start time or implement a more flexible schedule arrangement.



- ▶ **Make a referral to LifeMatters.** LifeMatters can help the individual address time management concerns and any other performance issue. If the person is working multiple jobs because of financial issues, the LifeMatters Financial Consultation Service can provide assistance with budgeting and debt management.
- ▶ **Follow up.** Meet with the worker at a later date to see if the pattern of tardiness has decreased. If the individual is still not meeting performance expectations, talk to Human Resources about next steps. Speak with HR before taking any disciplinary action.

The LifeMatters Management Consultation Service is available to help you address any management issue, and your personal concerns as well. Call 24/7/365.

Call the **LifeMatters®** by Empathia Management Consultation Service toll-free anytime. **1-800-367-7474**

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