Addressing Unusual Behavior

If a worker is exhibiting unusual or out-of-character behavior that is having an impact on the workplace, consider these steps.

1. **Review the individual's performance history and your documentation of the unusual behavior.** Write down dates and details of any specific incidents.

2. **Review company policy with Human Resources.** HR will provide guidelines for addressing the situation. LifeMatters can also offer consultation and guidance.

3. **Arrange a private meeting with the person.** Outline your observations of the behavior and review your documentation of recent issues.

   **Sample language:** "I have concerns about (describe behavior) and its impact on your job performance. Help me understand what’s getting in the way for you right now.”

4. **Allow the person time to respond.** If the individual discloses that a physical or mental health issue is impacting her or his behavior, express appropriate personal concern and make a referral to LifeMatters, HR, and company medical resources. Do not attempt to diagnose the person or invade his or her privacy, as this could have legal implications for your company.

5. **Outline performance expectations.** Offer specific guidelines for workplace behavior and consequences if these standards are not met. Consult with HR before taking any disciplinary action.

   **Sample language:** “Let’s review performance goals and guidelines for effective teamwork. What do you need to do to meet these targets?”

6. **Make a performance referral to LifeMatters.** LifeMatters will work with the person to address performance issues and help him or her manage personal issues related to an illness.

7. **Schedule a follow-up meeting.** Check in with the person to monitor performance improvement plans. If the individual needs a schedule adjustment to manage medical treatment, address any logistical issues.

The LifeMatters Management Consultation Service is available to assist you with any management concern. Call 24/7/365.

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