

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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