

CONSUMER MANAGEMENT TIPS

HOW TO DEAL WITH A WORKER WHO IS ALWAYS LATE

There are many out there who suffer from chronic lateness, so if you have a worker who is late all the time –please know that you are not alone. When you determine that you have a good worker who is going to be late on a regular basis, and you don't want to fire them because they are a good worker, but it drives you crazy that they are always late, the best way to handle this is to give them some space and set up some guidelines that you can both live by.

You will know if you have a worker who is going to be chronically late usually within the first few weeks of employment, but some can mask the condition well into a few months of employment. They start off great, showing up on time all the time, then little by little, things change. Five minutes late turns into ten, ten minutes late turns into fifteen...and the aggravation and frustration accelerates.

As always, communication and how you talk to your worker about any issue is key. There are two major elements when you are communicating to someone – the words you choose and how you deliver those words. You want your worker to hear what you are saying so that they understand the importance of what you are saying. If you simply tell them that their being late makes you angry and frustrated and you are not going to tolerate it, and your tonality is irritated, harsh and angry sounding, they will have no idea why being late is such a big deal – they will become defensive, they will hear that your tone of voice is negative and that you are angry with them, but they will not hear the message. All they will get out of the conversation is that you are angry and being rude.

The conversation you need to have with your worker should be with a calm and controlled voice. This shows that you are a great manager because that is what you are doing – managing the situation, not letting your emotions control the moment. When you have your controlled, calm voice ready, then you can let your worker know that when they are late it sets your whole schedule off balance and the reason you need that balance is because of (x,y,z). The worker will now have a clear knowledge of what happens when they are late and how it affects you. They will have heard the message because it will not be over-ridden by negativity and you will have communicated to them the importance of being on time.

Once you have communicated why it is important (to you) for your worker to be on time, and you ask that they understand this, and they agree that they understand the importance of being on time, then you can set some guidelines...whatever you determine the best guidelines to be (ex. From now on, if you are going to be more than 10 minutes late, I ask that you please call and let me know so that I am aware and not worrying that something is wrong, or worse that you will not be coming in for some reason.) Again, tonality plays a big role in communicating this message, so be calm, be understanding and your message will be heard. The guidelines you set can be verbalized or written down but should be agreed to by all parties involved in a calm, civilized manner. Remember, the best managers use effective communication skills (constructive tonality and the correct wording), offer a positive, rewarding work

environment (Thank you so much for doing a great job, Sarah) and are therefore able to gain a mutual understanding of what is expected in the workplace through respect and trust.