



# Employee Assistance Program (EAP)

## SIGNS AND SYMPTOMS OF DECLINING PERFORMANCE IN THE TROUBLED EMPLOYEE

### ABSENTEEISM

- Multiple instances of unauthorized leave
- Excessive sick leave
- Frequent absences after days off
- Excessive tardiness
- Leaving work early
- Peculiar and increasingly improbable excuses for absences
- Higher absenteeism rate than other employees
- Frequent unscheduled short-term absences (with or without medical explanation)
- Illness on the job that results in time off

### HIGH ACCIDENT RATE

- Major or minor accidents/injuries during work
- Accidents off the job
- Frequent trips to the doctor/medical department

### GENERALLY LOWERED JOB EFFICIENCY

- Missed deadlines
- Mistakes due to inattention, poor judgment or carelessness
- Wasting materials
- Making bad decisions
- Complaints from coworkers, customers
- Improbable excuses for poor performance
- Poor time management
- Inability to work independently

### ACTIONS

- Physically threatening
- Unusually talkative
- Excessive amount of personal phone calls
- Exaggerated self-importance

### "ON-THE-JOB" ABSENTEEISM

- Frequent trips to water fountain or restroom
- Non-required and continued absence from work area
- Long coffee or work breaks

### DIFFICULTY CONCENTRATING

- Work requires greater effort
- Job takes more time
- Apparent daydreaming
- Not meeting deadlines

### CONFUSION

- Increasing difficulty in handling complex assignments
- Difficulty in recalling own mistakes
- Difficulty recalling instructions, details, etc.
- Blaming others for mistakes

### MOOD

- Withdrawn
- Negative
- Angry
- Hostile
- Argumentative
- Irritable
- Frequent crying

### POOR RELATIONSHIPS ON THE JOB

- Over-reaction to real or imagined criticism
- Wide mood swings
- Borrowing money from coworkers
- Unreasonable resentments
- Feeling targeted for criticism
- Difficulty getting along with others

