

## **Job Relations Card**

*A supervisor gets results  
through people*

### **FOUNDATIONS FOR GOOD RELATIONS**

*Let each worker know how he is doing.*

- Figure out what you expect from him
- Point out ways to improve

*Give credit when due*

- Look for extra or unusual performance
- Tell him while "it's hot"

*Tell people in advance about changes that  
will affect them*

- Tell them WHY if possible
- Get them to accept change

*Make best use of each person's ability*

- Look for ability not now being used
- Never stand in a person's way

**People Must Be Treated As  
Individuals**

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*How to Handle a Job  
Relations Problem*

### **DETERMINE OBJECTIVE**

1. **GET THE FACTS**  
Review the record  
Find out what rules and customs apply  
Talk with individuals concerned  
Get opinions and feelings  
*Be sure to have the whole story*
2. **WEIGH AND DECIDE**  
Fit the facts together  
Consider their bearing on each other  
What possible actions are there?  
Check practices and policies  
Consider objective and effect on individual,  
group, and production.  
*Don't jump to conclusions*
3. **TAKE ACTION**  
Are you going to handle this yourself  
Do you need help in handling?  
Should you refer this to your supervisor?  
Watch the timing of your actions  
*Don't shirk responsibility*
4. **CHECK RESULTS**  
How soon will you follow up?  
How often will you need to check?  
Watch for changes in output, attitudes, and  
relationships.  
*Did your action help production?*