

JOB RELATIONS Problem Analysis Sheet

No. _____

— A Supervisor Gets Results Through People —

Key Points to the Problem			
How the problem came up:	Tipped off	Come to you	Objective
	Size up	Run into	Target Change

STEP 1 – GET THE FACTS (Be sure you have the whole story)

Review the record	
Rules and customs	
Individuals concerned	
Opinions and feelings	
Actions taken	

STEP 2 – WEIGH AND DECIDE (Don't jump to conclusions) Mark ✓, +, —, 0, etc. Under ACTION, ✓ = Take Action, X = No Action

Fit facts together. Consider bearings on each other.	ACTION	Look for gaps and contradictions in the facts. Consider how the facts relate to each other.	Policies and Practices	Objective	Individual	Group	Production
Possible Actions							

STEP 3 – TAKE ACTION (Don't pass the buck)

No.	Self (Responsibility)	Others (Ability)	Supervisor (Authority)	Timing of Action

STEP 4 – CHECK RESULTS (Did your action help production?)

Check Timing:	Day:	Time:	Day:	Time:	Day:	Time:	Day:	Time:
Output								
Attitudes								
Relationships								

Did you accomplish your objective? YES NO

Reason for not achieving objective: _____
 (If the action was poor, consider which item on the card was handled poorly.)

Foundations for Good Relations Could this problem have been prevented or handled while still small?

Foundations/Items used in this action	
Foundations/Items which could have prevented this problem if used	

— People Must Be Treated as Individuals —