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Q. I recently saw a news article about “pink cocaine” and a person who had it in their system when they died. What is this all about? I have drug awareness training but have not heard about this one. There are so many crazysounding drugs. Is it necessary to keep up with this sort of information?

A. Demonstrating some knowledge of substance trends helps maintain your credibility as a supervisor who is well informed. Employees are more likely to take policies seriously, and it also shows you are not naïve about

Q. I was speaking with my employee about performance issues, and there was a definite mismatch between his cooperation with me and his nonverbal cues. He seemed defiant. Should I ignore the nonverbal stuff and just go with what I can quantify?

A. Ignoring behaviors like crossed arms, lack of eye contact, or a dismissive tone could leave hidden issues associated with productivity and behavioral problems unaddressed. Nonverbal behaviors reveal underlying emotions or attitudes that words alone may not express. These might include disengagement, frustration, or dissatisfaction, which could be associated with additional risk issues for the employer. Perhaps you have seen employees in the past whose unchecked nonverbal cues became habitual. Over time, the ~~impact of~~ authority followed, and team morale was negatively affected. Count on the EAP to help you understand how to address attitude and performance issues so that underlying problems can be properly identified and resolved before they escalate. The term