

Action Plan

STAFF ACTION PLAN, QRS CORPORATION

ISSUE/ Action Steps

1. *Sharing the workload*
 - a. Take assignments without complaint.
 - b. Rotate making out assignments.
 - c. Each person gets one “easy” and one “difficult” assignment each week.
 - d. Mediate concerns about workload.

2. *Gossip/rumors*
 - a. Refuse to participate in rumor mill.
 - b. Confront individual who spreads rumors.
 - c. Check out perceptions before acting on them.

MANAGEMENT ACTION PLAN, QRS CORPORATION

Issue/Action Steps

1. *Support for staff*
 - a. Give routine positive feedback.
 - b. Have meetings with each employee on regular basis.
 - c. Do not cancel meetings once established.
 - d. Support staff with superiors, if they are correct.

3. *Not dealing with jerks*
 - a. Use the progressive discipline process, if warranted.
 - b. Tell people you are dealing with a problem, but do not tell what you are doing with whom.
 - c. Mediate minor problems as they occur.