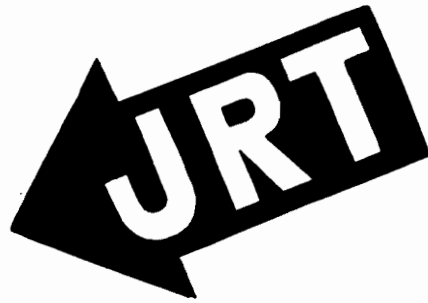


*How to Improve*  
**JOB RELATIONS**



**A PLAN**  
that will help you get  
and keep good working  
relations with people on a  
job, and will improve the way  
to handle a problem when it arises.

*This pamphlet has been prepared for use in*

**JOB RELATIONS TRAINING**

**UNITED STATES DEPARTMENT OF AGRICULTURE  
EXTENSION SERVICE WAR FOOD ADMINISTRATION  
MAY 1945 EXTENSION FARM LABOR CIRCULAR NO. 27**

**THESE FOUR STEPS  
WILL HELP YOU:**

- SIZE UP A PROBLEM
- WORK OUT A SOLUTION
- DO SOMETHING ABOUT IT
- KEEP RELATIONS GOOD

---

**STEP 1. GET THE FACTS**

Review the record.  
Find out what rules and customs apply.  
Talk with the individuals concerned.  
Get opinions and feelings.

**BE SURE YOU HAVE THE WHOLE STORY.**

**STEP 2. WEIGH AND DECIDE**

Fit facts together and consider bearing on each other.  
Check practices and policies.  
Decide on your objectives - what you want to accomplish.  
Consider possible actions.  
Weigh effect on the individual, the group, and the work.

**DON'T JUMP AT CONCLUSIONS.**

**STEP 3. TAKE ACTION**

Time your action properly.  
Handle it yourself, if practicable to do so.  
Get help if you need it.  
Refer action to someone else, if advisable.

**DON'T PASS THE BUCK.**

**STEP 4. CHECK RESULTS**

Decide on how soon you should follow up  
and how often you will need to check.  
Watch for changes in attitudes, relationships,  
and work accomplished.

**BE SURE YOUR ACTION HELPED.**

# THINK THROUGH THE PROBLEM BEFORE YOU ACT

---

STATE THE PROBLEM \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## STEP 1. GET THE FACTS (Include opinions and feelings)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## STEP 2. WEIGH AND DECIDE

A. Objectives - what you want to accomplish with - the individual, the group, and the work.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

B. Possible actions - resulting from weighing the facts and considering their bearing on each other.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

C. The final decision - resulting from weighing the effect of each possible action on the objectives.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## STEP 3. TAKE ACTION

Who should handle it: \_\_\_\_\_ When: \_\_\_\_\_

How to proceed: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## STEP 4. CHECK RESULTS

How soon: \_\_\_\_\_ How often: \_\_\_\_\_

What to look for: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

---

CONSIDER HOW THE "FOUNDATIONS" FOR GOOD RELATIONS APPLY

## RESULTS ARE OBTAINED THROUGH PEOPLE

- How to get and keep good relations with the people we work with is a problem common to all of us -
- 

### THE FOUNDATIONS FOR GOOD RELATIONS

- Certain basic rules or methods of dealing with people which tend to create favorable situations and prevent problems from arising -
- 

#### LET EACH WORKER KNOW HOW HE IS GETTING ALONG

Figure out what you expect of him.

Point out to him ways to improve.

#### GIVE CREDIT WHEN DUE

Recognize extra or unusual performance.

Tell him while it's fresh.

#### TELL A WORKER IN ADVANCE ABOUT CHANGES THAT WILL AFFECT HIM

Tell him WHY if possible.

Get him to accept the change.

#### MAKE BEST USE OF EACH WORKER'S ABILITY

Look for ability not now being used

Never stand in a person's way.

---

## PEOPLE MUST BE TREATED AS INDIVIDUALS