

113 - for JR file

Misc. 3104

HUMAN RELATIONS TRAINING

For Supervisory Personnel

in Sales and Merchandising Organizations

LEADER'S MANUAL

Federal Security Agency
U. S. OFFICE OF EDUCATION
VOCATIONAL DIVISION
Business Education Service
Washington, D. C.

WORK SHEET FOR ANALYZING
A HUMAN RELATIONS PROBLEM

OBJECTIVES Just what should the supervisor aim to accomplish in this situation with (a) individual, (b) the group, (c) production.

1. To change Ruth's attitude--to help her become a happy and efficient worker
2. To increase efficiency of cashiering staff, to give shoe department adequate cashiering service
3. To eliminate errors and mistakes
4. _____

STEP I. FACTS

- Ruth seemed interested in her job
1. and was a good worker
Quality of her work declined and
 2. she was frequently absent
 3. Accuracy requirements were not met
Ruth had been warned before
 4. about making mistakes
Ruth became upset and angry when
 5. approached by supervisor
Ruth and supervisor were normally
 6. on good terms
Ruth likes and is proficient at
 7. work in gift-wrapping section
She has manual dexterity and
 8. artistic sense
Parents advised her to quit
 9. cashiering job
Loss of \$50 bill by Louise Smith
 10. caused Ruth to worry about
cashier's responsibility
 11. _____
 12. _____
 13. _____
 14. _____
 15. _____

STEP II. WEIGH AND DECIDE
POSSIBLE ACTIONS

- resulting from weighing the facts and considering their bearing on each other
- Leave on present job but place
1. on probation
Give less responsible work such
 2. as stock work
 3. Get more facts
 4. Transfer to gift-wrapping department
 5. _____
- Decide on the best action(s) by weighing the effect of each possible action on the objectives

STEP III. ACTION TAKEN

1. Transferred to gift-wrapping department
2. _____
3. _____

STEP IV. CHECK RESULTS

1. What were the results of the action taken?
2. Were the objectives accomplished?

Keys to Good Human Relations (List one important application of each key.)

1. Supervisor complied with all three subheads under the first key
2. She found out that Ruth had ability as a gift wrapper
3. She corrected Ruth constructively
4. Supervisor planned cooperatively with Ruth and gave praise and credit due

(over)