

SUPERVISOR INTERVIEW

1. Conducting the interview

A well conducted interview is an excellent problem-solving tool for the skilled supervisor. The supervisor must be careful to maintain the initiative. This can be done only when the problem has been adequately documented and thought out before the interview begins. A few basic and useful interviewing techniques for quick reference concerning any interview situation are outlined in the following paragraphs.

2. Preparing a Written Fact Sheet

The first interview should be based on previously recorded facts relative to:

- a. work performance
- b. attendance
- c. reliability
- d. attitudes and habits
- e. physical appearance
- f. any other points you feel may be relevant to performance.

3. Recognition of the nature of the disease

The supervisor must realize that problem drinkers by nature have a disease whereby the person suffering increasingly denies its existence and the effects it has on his well being. They have usually fabricated an elaborate network of alibis and excuses that make them a formidable match for persons untrained in the disease of alcoholism.

4. Not diagnosing

Many of the signs and symptoms of a developing dependency on alcohol can also be the result of some other illness, social or family problem. By placing the emphasis exclusively on deteriorating performance, rather than alcohol or other problems, the supervisor is helping the employee to acknowledge the problem and to find a solution to it.

5. Keeping the Discussion on the Subject

The problem drinker is constantly looking for a weakness in the case and may try to divert the discussion to irrelevant subjects. His or her evasions must be dealt with deftly and the problem kept in the forefront.