

ASSIGNMENTS IN MANAGEMENT

GUIDE TO EFFECTIVE SUPERVISORY ACTION

No. 41

For economy this sample letter is printed on both sides of one large sheet of light weight stock. However letters mailed to subscribers are on heavy stock and, for ease of reproducing, are on one side only of four separate 8 1/2" x 11" sheets.

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Betty

WHAT A WORKER SHOULD KNOW ABOUT HIS JOB--AND HIS COMPANY

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Sherlock Holmes looked at his caller carefully and observed, "You were surprised when I said that you had come from Afghanistan."

"You were told, no doubt," was the reply.

"Nothing of the sort," replied Holmes. "I knew you came from Afghanistan. From long habit my train of reasoning ran: Here is a gentleman of a medical type, but with the air of a military man. Clearly an army doctor. He has just come from the tropics, for his face is dark, and that is not the natural tint of his skin, for his wrists are fair. He has undergone hardships and sickness, as his haggard face says clearly. His left arm has been injured. He holds it in a stiff and unnatural manner. Where in the tropics could an English army doctor have seen such hardship and got his arm wounded? Clearly Afghanistan. The whole train of thought did not last a second. I then remarked that you came from Afghanistan, and you were astonished."

The Employee Must Be Told

Few of us in real life have so trained our minds that shrewd observation is all we need to come up quickly with the right answers. This certainly goes for the average employee, particularly the new worker. If he sticks around long enough he'll get most of the company's story from veteran employees, but he may not get it straight. If management has no interest in explaining the policies that control an employee's on-the-job life, he won't understand the philosophy of his company nor the reasons why it has certain rules and practices.