

## Employee Work Performance Stress Indicators

You may observe the following job-related performance problems when an employee is experiencing the impact of vicarious trauma in his/her life. This is not an exhaustive list, and there may be other causes for these symptoms.

<b>Absenteeism or Other Attendance Problems</b>	<b>Changes in Personal Habits</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Multiple instances of unauthorized absences.</li> <li><input type="checkbox"/> Excessive sick days.</li> <li><input type="checkbox"/> Frequent Monday and/or Friday absences.</li> <li><input type="checkbox"/> Repeated absences, particularly if they follow a pattern.</li> <li><input type="checkbox"/> Excessive tardiness, especially Mondays.</li> <li><input type="checkbox"/> Frequent use of unscheduled vacation days to cover absences.</li> <li><input type="checkbox"/> Instances of leaving work early.</li> <li><input type="checkbox"/> Unusual and increasingly improbable excuses for absences.</li> <li><input type="checkbox"/> Doesn't keep commitments.</li> <li><input type="checkbox"/> Higher absentee rate than other employees for absences.</li> <li><input type="checkbox"/> Frequent, unscheduled short-term absences (with or without medical explanation).</li> <li><input type="checkbox"/> Frequent absences from work location.</li> <li><input type="checkbox"/> Excessive lateness when returning from breaks, lunch, or dinner.</li> <li><input type="checkbox"/> Presenteeism.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Changes in personal appearance.</li> <li><input type="checkbox"/> Declining attention to personal hygiene.</li> <li><input type="checkbox"/> Reporting to work in other than normal condition.</li> <li><input type="checkbox"/> Returning from lunch or dinner in a noticeably different behavior mode.</li> <li><input type="checkbox"/> Wide swings in morale or mood.</li> <li><input type="checkbox"/> Excessive use of telephone (engaging in guarded conversations).</li> <li><input type="checkbox"/> Receiving unusual or inappropriate visitors at work.</li> <li><input type="checkbox"/> Creditors complaining to the supervisor or Human Resources Department regarding financial concerns.</li> <li><input type="checkbox"/> Violations of computer and/or Internet use policies.</li> <li><input type="checkbox"/> Bends or disregards rules.</li> <li><input type="checkbox"/> Steals or damages property.</li> <li><input type="checkbox"/> Doesn't follow established rules.</li> <li><input type="checkbox"/> Discloses confidential information.</li> <li><input type="checkbox"/> Misuses information for personal gain.</li> </ul>

## Employee Work Performance Stress Indicators (continued)

Productivity/Other Performance Problems	Changed Relations with Co-workers and Customers
<p><input type="checkbox"/> Missed deadlines – projects are late or incomplete.</p> <p><input type="checkbox"/> Complaints from users of the employee's production or work.</p> <p><input type="checkbox"/> Improbable excuses for poor job performance.</p> <p><input type="checkbox"/> Wasting materials.</p> <p><input type="checkbox"/> Alternate periods of high and low productivity.</p> <p><input type="checkbox"/> Difficulty in recalling instructions, details, deadlines, etc.</p> <p><input type="checkbox"/> Difficulty in recalling own mistakes.</p> <p><input type="checkbox"/> Needs repeated instructions.</p> <p><input type="checkbox"/> Increasing difficulty in handling complex assignments.</p> <p><input type="checkbox"/> Jobs take longer than necessary to complete.</p> <p><input type="checkbox"/> Spasmodic work habits.</p> <p><input type="checkbox"/> Diminished morning performance.</p> <p><input type="checkbox"/> Accidents on the job due to carelessness.</p> <p><input type="checkbox"/> Accidents off the job that affect job performance.</p> <p><input type="checkbox"/> Poor decision making.</p> <p><input type="checkbox"/> Sleeping on the job.</p> <p><input type="checkbox"/> Lies.</p> <p><input type="checkbox"/> Forgets obvious or important things.</p> <p><input type="checkbox"/> Avoidance of certain clients/cases.</p> <p><input type="checkbox"/> Difficulty multitasking.</p>	<p><input type="checkbox"/> Over-reaction to real or implied criticism.</p> <p><input type="checkbox"/> Unrealistic resentment of co-workers.</p> <p><input type="checkbox"/> Complaints from co-workers/customers.</p> <p><input type="checkbox"/> Avoidance of associates.</p> <p><input type="checkbox"/> Increasingly argumentative with co-workers and customers.</p> <p><input type="checkbox"/> Blaming co-workers or customers for problems.</p> <p><input type="checkbox"/> Verbally abusive.</p> <p><input type="checkbox"/> Threatens co-workers.</p> <p><input type="checkbox"/> Sexually harasses co-workers.</p> <p><input type="checkbox"/> Physically abusive.</p> <p><input type="checkbox"/> Tactless.</p> <p><input type="checkbox"/> Poor attitude.</p> <p><input type="checkbox"/> Lack of follow-up.</p> <p><input type="checkbox"/> Inappropriate communication.</p> <p><input type="checkbox"/> Inability or unwillingness to train others.</p> <p><input type="checkbox"/> Unable to work independently.</p> <p><input type="checkbox"/> Crude or morbid humor displayed.</p>

## Employee Work Performance Stress Indicators (continued)

<b>Safety and Judgment</b>	<b>Fitness for Duty</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Uses tools and equipment improperly.</li> <li><input type="checkbox"/> Disregard for the safety of others.</li> <li><input type="checkbox"/> Inattentive to safety procedures.</li> <li><input type="checkbox"/> Takes unnecessary risks.</li> <li><input type="checkbox"/> Fails to weigh consequences.</li> <li><input type="checkbox"/> Doesn't use common sense.</li> <li><input type="checkbox"/> Difficulty making decisions.</li> <li><input type="checkbox"/> Poor time management.</li> <li><input type="checkbox"/> Acts impulsively.</li> <li><input type="checkbox"/> Can't delegate.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Hungover.</li> <li><input type="checkbox"/> Smells of alcohol.</li> <li><input type="checkbox"/> Slurred speech.</li> <li><input type="checkbox"/> Difficulty walking.</li> <li><input type="checkbox"/> Physically ill.</li> <li><input type="checkbox"/> Obviously impaired.</li> <li><input type="checkbox"/> Mental confusion.</li> <li><input type="checkbox"/> Disoriented.</li> <li><input type="checkbox"/> Hysterical.</li> <li><input type="checkbox"/> Unable to maintain balance.</li> <li><input type="checkbox"/> Diminished motor skills.</li> </ul>

Source: C. R. Mazzitti (2008)