

# CASE STUDY 1



Mary, your co-worker and interviewer, must interact with the public in a face-to-face job. Lately, she has been very careless and has made several glaring mistakes. Her appearance has changed, too. She used to be very neat and well-groomed, but lately she shows up to work looking like she slept in her clothes. You have overheard her more than once talking about "partying hard" the night before. In addition, you have heard from someone you trust that Mary has not been reliable in all her duties.

**What might you say to set up a meeting with Mary?**

**How might you present your concerns? What might you say?**

**How might you respond if there is resistance/denial?**

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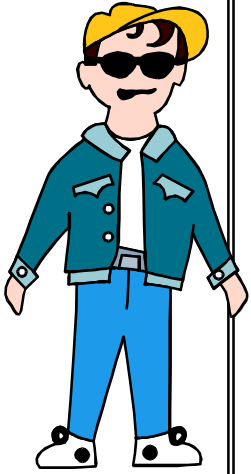
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# CASE STUDY 2



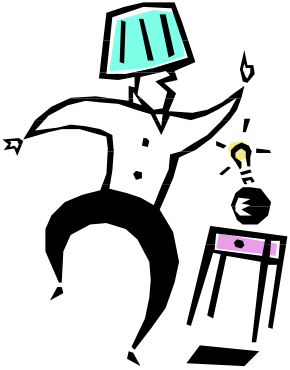
Joe, a member of your team, has the responsibility of overseeing client files and data records. Joe is a casual, easy-going guy. You've noticed that he wears sunglasses almost all the time, even when indoors. At first you thought it was just part of the current youth fad, but recently you caught a glimpse of him smoking what appeared to be a small glass pipe in an alley during your day off. Later that day, he flew into a rage over a minor incident with another co-worker and stormed out of the building.

**What might you say to set up a meeting with Joe?**

**How might you present your concerns? What might you say?**

**How might you respond if there is resistance/denial?**

# CASE STUDY 3



Sam, your co-worker, is often described as "the life of the party". When co-workers gather after work for socializing, he's always the first to order a "second round" and the one who always has "just one for the road." On several occasions lately, Sam has smelled of stale alcohol when he comes to work in the morning. You suspect that he's probably very hung over from the night before. Sam is a computer programmer, in charge of payroll and personnel computer programs.

**What might you say to set up a meeting with Sam?**

**How might you present your concerns? What might you say?**

**How might you respond if there is resistance/denial?**

# CASE STUDY 4



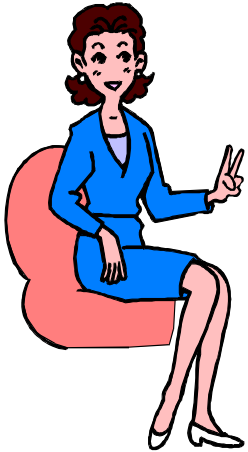
Joan is the athlete of the work group, and has a job working directly with clients. She jogs, hikes, plays tennis, swims, and coaches softball. Lately, she has been moody and often calls in sick. Last year, Joan suffered a serious injury playing softball, and was given strong pain-killers by her doctor. You've noticed that Joan still seems to be taking these prescription drugs at work. Recently, you noticed that she has a prescription for the same pain-killer from three different doctors. Other co-workers have confided in you that they are "worried about" Joan.

**What might you say to set up a meeting with Joan?**

**How might you present your concerns? What might you say?**

**How might you respond if there is resistance/denial?**

# CASE STUDY 5



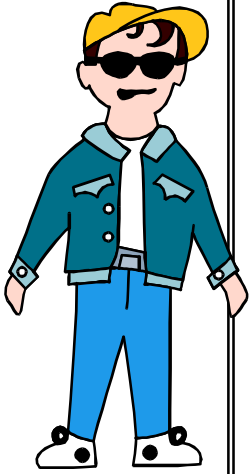
Gina is a counselor with an excellent work record. Lately, however, she has been leaving work in the early afternoon, saying that she's "not feeling well." This happens almost once a week. On several occasions when you have met her over the weekend, Gina ordered three Margaritas during the meal. You suspect that Gina's health problems may be due inability to moderate her drinking.

**What might you say to set up a meeting with Gina?**

**How might you present your concerns? What might you say?**

**How might you respond if there is resistance/denial?**

# CASE STUDIES 6



Joe, a crew-member in your work group, has the Responsibility of servicing and inventorying construction equipment. Joe is a casual, easy-going guy. You've noticed that he wears sunglasses almost all the time, even when indoors. At first you thought it was just part of the current youth fad, but recently you caught a glimpse of him smoking what appeared to be a small glass pipe in an alley during lunch break. Later in the day, he flew into a rage over a minor incident with a passing pedestrian and stormed off the construction site to his vehicle.

**What might you say to set up a meeting with Joe?**

**How might you present your concerns? What might you say?**

**How might you respond if there is resistance/denial?**

# CASE STUDY 7



Joan is the athlete of the work group, and has a job at the recreation department. She jogs, hikes, plays tennis, swims, and coaches softball. Lately, she has been moody and often calls in sick. Last year, Joan suffered a serious injury playing softball, and was given strong pain-killers by her doctor. You've noticed that Joan still seems to be taking these prescription drugs at work. Recently, you noticed that she has a prescription for the same pain-killer from three different doctors. Other co-workers have confided in you that they are "worried about" Joan.

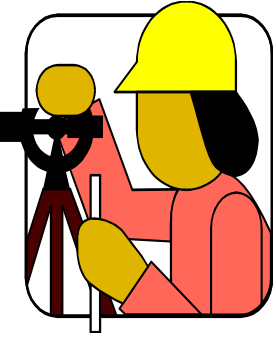
**What might you say to set up a meeting with Joan?**

**How might you present your concerns? What might you say?**

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# CASE STUDY 8



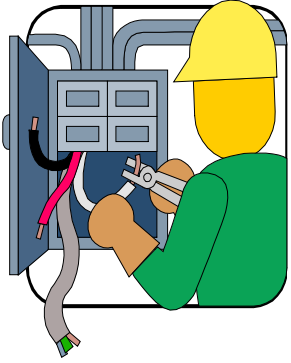
Gina works as a surveyor with the Planning Department and has had an excellent work record. Lately, however, she has been leaving work in the early afternoon, saying that she's "not feeling well." This happens almost once a week. On several occasions you have seen her drinking beer during lunch, and once, when several of you were having lunch together, Gina ordered two Margaritas during the meal. You suspect that Gina's afternoon health problems may be due to drinking at lunch.

**What might you say to set up a meeting with Gina?**

**How might you present your concerns? What might you say?**

**How might you respond if there is resistance/denial?**

# CASE STUDY 9



George is an electrician and he works around high voltage most of the time. Lately, you've noticed that he's made several wiring mistakes and he is often late or absent on Mondays. Once, during a routine job, his hands started shaking and he asked another worker to take over. Rumor has it that he used to have a drinking problem, but that he's been "on the wagon." Last week, while looking for some wire-cutters in George's truck, you found two empty pint bottles of Bourbon under the front seat.

**What might you say to set up a meeting with George?**

**How might you present your concerns? What might you say?**

**How might you respond if there is resistance/denial?**

Reduce Risks Increase Strengths

**Communicate**

Notice someone with stress or problems

Understand that you may have a role to play in the solution

Decide if you should say something

Use Guides (Roll with resistance, listen, show concern, make your move)

Encourage him or her to get help (know your limits)

**Solve Stress Problems**

**Know Policy**

**Understand**

**Teamwork** **Tolerance**

**Notice**

**Understand**

**Decide**

**Use Guidelines**

**Encourage**



*Usually, no one person is responsible for the problem...*

*... More often, we are all responsible for the solution.*

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