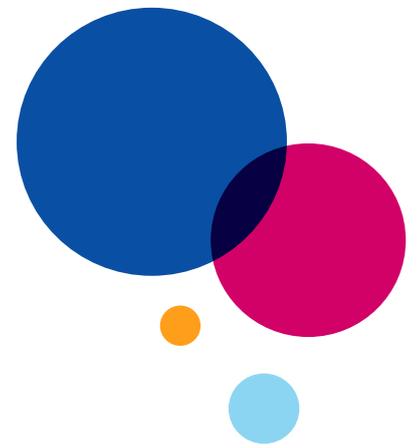


# How can you move forward from problems?



What should you do, then, if you spot warning signs in your assistant's performance or resilience?

## Work- or performance-related challenges as the underlying reason:

- Specify the expectations and work tasks.
- Clarify your needs, work goals and responsibilities.
- Clarify expectations, tasks and the daily rhythm.
- Ensure the assistant's competence, knowledge and skills to handle the tasks.
- Repeat the work orientation and instructions.
- Make sure the tools as well as the distribution and organisation of the work are in order.
- Find out about the assistant's motivation for this job.
- Agree with the assistant on what measures to take and on the future.

## Interaction problems as the underlying reason:

- Develop joint ways of operating and interaction.
- Discuss how work is going and conduct at work. Draw up an action plan if necessary.
- Address inappropriate conduct right away.
- Agree on or update the ground rules. The employee and the employer are each responsible for how they conduct themselves.
- Adopt a zero-tolerance policy towards bullying and harassment.
- If necessary, seek help to address problem situations

## Health issues or life management challenges as the underlying reason

- Bring problems up for discussion and examine the options (use the 'Smooth everyday life' template to help you in the discussion).
- Agree on follow-up measures.
- Arrange work ability support through occupational healthcare and/or a health clinic.
- Address substance abuse issues right away.
- If necessary, contact an occupational health nurse after your discussion with your assistant.
- Guide the assistant to make an appointment with an occupational health nurse, who will help bring clarity to their thoughts and possibly refer them to basic healthcare services.
- Be sure to also take advantage of the support of an occupational health nurse for yourself, e.g. to deal with crisis situations.

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This material is part of Varma's work ability support material. How can I succeed as an employer of a personal assistant?  
Part 5c: How can you move forward from problems?

Read more: [varma.fi/henkilokohtainenapu](https://varma.fi/henkilokohtainenapu)