Situation with Public Works employees:

PW Director is getting calls for workers going into backyards without attempting to contact home owners before accessing the backyard. Workers are not properly identifying themselves as a City Public Works employee needing to access a sewer manhole located in the homeowner’s backyard. They are not acting professional and sometimes show up smoking or chugging a Route 44 drink. They are not making sure they secure gates when entering and leaving. As a result, pets are getting out and running loose in the neighborhood.

**Supervisors need to take time to prepare for the “Tough Conversations”. You can even write a script of your comments. *Plan your conversation*.**

**Step 1: Establish a Candid Context**

**Step 2: Describe the Timely, Objective & Specific issue**

**Step 3: Candidly eliminate the status quo**

**Step 4: Calmly Offer a Choice** (with the 24 Hour Option)