

Smooth everyday life discussion

Between the personal assistance employer and the employee

DISCUSSION TOOL



How you can promote smooth everyday life in personal assistance work:

1

Ensure a mutual understanding of the duties and ground rules

- Describe the tasks that are to be repeated at different times of the day, week or month already before the start of the employment relationship.
- Think ahead of time about the conduct you expect at the workplace, and share these expectations with the employee.

2

Build trust

- Give praise when the work goes smoothly. If things are not going smoothly, explain what should be done and how.
- Ask questions and encourage the employee to ask questions right away if something is on their mind.

3

Encourage problem-solving

- Agree that when problems arise, either party can bring the matter up and propose solutions.
- Initiate regular discussions on the day-to-day routines and expectations. These can take place, for instance, every six months.
- Use the 'Smooth everyday life' template to help you in the discussion. You can also give it to the employee in advance to help them prepare.

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What has been agreed on about the work?

- Work tasks and working hours
- The employer's other work-related expectations
- Absence due to illness: How should the employer be informed?
- Occupational healthcare: Who can the employee contact?
- *Does anything need further clarification?*
- *Where can help be found if needed?*

How is the work going?

- Has there been sufficient orientation?
- How have the agreed work tasks and working hours been implemented?
- Work guidance: planning the work tasks, work assignments, instructions
- *What is going well?*
- *What can be improved?*
- *Where can help be found if needed?*

How is the co-operation going?

- Our interaction:
 - What is the situation in terms of giving and receiving feedback?
 - Respect, attitude, encouragement, trust
- *What is going well?*
- *Is there a need for improvement in the interaction? In what areas?*
- *Where can help be found if needed?*