Is it personal or personnel?

What is a personal issue?

Does not impact customers?
Pat has this habit of humming off-key in the break room.

Does not affect other people's work?
Chris is late on about getting his reports in to his supervisor, but it does not impact anyone else's work, and his supervisor does not care.

Done on one's own time?
I disapprove of Pat going to the race track on weekends. And winning.

Doesn't have to do with productivity.
Although Pat seems to take more time with customers than I do, she still seems to get all of her work done by closing.

May or may not affect other employees.
I seem to be the only one who is upset by Chris' loud voice when talking on a cell phone.

More likely to be intangible, such as nonverbals or personality.
Could be interpreted by third party as bias issue towards the co-worker.
I don't like it when Pat frowns or looks angry during a meeting.

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Is it personal or personnel?

an Essential Webinar Series handout from Siera: Learn. Teach. Inspire.™
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What is a personnel issue?

Addressed in the job description.
Pat is not doing the work they are assigned to do.

Affects productivity of other people
Chris is missing deadlines, so other people are late with their work.

Affects the mission of the workplace.
Pat's rude behavior towards teenagers is undermining the mission for attracting more young people.

Affects the customer.
Customers can't find the products they want because the stocking is always behind.

Can be measured or described by behavior, not intention.
Pat was two hours late every day this week.

Reflects work rules of the greater organization, such as the city or university.
Chris is smoking in the staff room, which is a violation of our city's policies.

Breaks the law: felonious behavior.
Pat and Chris are using recreational drugs in the company bathrooms.

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