

Sales and Marketing Management tapped into the expertise of Suzanne Harris for the June 2004 issue of their national magazine. The article written by Julia Chang, titled *PERSONAL CRISIS Managers should step in when they suspect an employee has personal problems* was featured on pages 48-49.

In the article, Suzanne states, "Managers should gently approach reps at the first signs of a problem, such as frequent absences or erratic behavior. Harris suggests managers not pry before reports are ready to speak. "There doesn't have to be action taken immediately, but the manager's attention helps the employee know he isn't as good at covering up his problems as he thinks. If a rep needs to take some time off, let him choose who should handle his customers."