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and desire to be fair. At no time is the ability to listen more important. Interrupting or outshouting an already upset employee can only make things worse.

In a well-managed organization, stressful situations with employees arise only occasionally. How they are handled when they do arise can make the difference between an unhappy, divisive bunch of workers and a satisfied group of employees who respect both you and themselves.

DON'T GET THOSE "BROWN BAG BLUES"

Certain foods, including many that are popular for bag lunches, are highly susceptible to spoilage if left for several hours at room temperature.

If refrigeration facilities are not available for your employees who carry their lunches to work, strongly urge them to bring non-perishable lunches, such as cheese, peanut butter, hard-boiled eggs, etc.

Potato salad, meat and meat salad are particularly good hosts for bacteria.

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