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From: CN=Tracy Shycoff/O=ARRB
DisplayFromDomain:
DisplayDate: 02/18/1997
DisplayDate_Time: 3:56:35 PM
ComposedDate: 02/18/1997
ComposedDate_Time: 3:50:08 PM
Subject: follow-up

As a follow-up to our discussion earlier today regarding the incident between Joan and Cathy, I wanted to let you know that I had what I feel to be a very productive and positive talk with Joan. I think I managed to convey to her the pressures that Cathy is under working for so many people and that the tone and manner in which she spoke to her earlier today was both unnecessary and counterproductive. Joan seemed to understand this and I believe will try to be more aware of her tone the next time. During the talk, Joan mentioned some pretty major errors that Cathy had made recently on some Secret Service correspondence and that this was probably behind her reaction today. I plan on talking to Cathy tomorrow about some of this and then Joan and I both will talk with Cathy about specific requirements for Joan and her correspondence. You should also know that some of this also had to do with changes made to letters that Joan has written and then sent out without Joan seeing the changes. This seems to be a point of irritation for her. I also plan on working with Cathy this week and delegating parts of her job to Janice and Christina. It seems clear to me that she is having trouble handling all of her tasks and it is causing mistakes and morale problems. I'll let you know how this all works out.

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