

WAYS TO DEAL WITH DIFFICULT EMPLOYEE SITUATIONS

Connected**HR**

1

LISTEN

The best managers get very attentive when someone's not doing well. Their best shot at improving the situation lies in having a clear understanding of the situation.

2

GIVE CLEAR BEHAVIORAL FEEDBACK

Giving tough feedback is one of the toughest things a manager has to do. But great managers learn to do it reasonably well, then do it.

3

DOCUMENT

Whenever you have a significant problem with an employee, write down the key points. Good managers know that documentation isn't negative, it's prudent.

4

BE CONSISTANT

Employees look to see what you do more than what you say. Good managers pick their shots and set standards that they are willing to hold to.

5

SET CONSEQUENCES IF THINGS DON'T CHANGE

If things aren't improving at this point, good managers get specific. Use empowering phrases like "I still believe you can turn this around."

6

WORK THROUGH THE COMPANY'S PROCESS

Good managers hold out hope for improvement until the point where they have to let the person go. They make sure to cross the Ts and dots the Is.

7

DON'T POISON THE WELL

No matter how difficult the employee may be, good managers don't trash talk other employees.

8

MANAGE YOUR SELF-TALK

Good managers take a fair witness stance, making sure that what they say to themselves about the situation is as accurate as possible,

9

BE COURAGEOUS

Dealing with difficult situations early and directly is the hardest thing to do. Good managers do them impeccably.

Human Resource Service and Support Professionals

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