HOW TO DEAL WITH DIFFICULT EMPLOYEES

Nancy Walkup, MHRLR, CPRW, CCMC
Walkup Career Management, LLC
Why are difficult employees like that?

- Negative Reinforcement
- May not know any other behavior
Types of Difficult Employees
Do you recognize these people?

- Organization Destroyer
- Personality Types
  - Negative
  - Martyr
  - Complaining/Whining
  - Know-it-all
  - Passive-Aggressive
  - Hostile-Aggressive
How can a manager deal with these difficult employees?

- **Evaluate**
  - Act appropriately
    - Most employees can be “difficult” from time to time.
  - Act quickly
    - Immediately diffuse the situation.
  - Do your homework & collect the facts before you act
    - Always act on facts. Don't base your actions on gossip or rumor.
How can a manager deal with these difficult employees? (ctnd.)

- Management by Walking Around (MBWA)
  - Open to knowing about problems
- Develop a Plan
  - Timing
  - Setting
  - Decide who to attend meeting, i.e. HR Rep.
In the Meeting: Focus on the Behavior, not the Person

- Use “I” statements
- Don’t make assumptions
- Give person a chance to develop a solution
In the Meeting: Focus on the Behavior, not the Person (ctnd.)

- Draw out reasons behind the behavior
  - Actively listen
  - Stay positive, impartial, non-judgmental
  - Summarize what they’re saying

- Performance Improvement Plan (PIP)
  - Explicit set of goals given to an employee to meet.
Motivating the Difficult Employee

- Recognition versus Compensation
- Work Environment
  - Teamwork?
  - Clear Objectives?
  - Right Tools to Do Job?
- Personal Development Opportunities
Summary

- Types of difficult employees
- Opportunities to improve their performance
- Additional questions?
  - Contact Nancy Walkup
    - www.walkupcareermanagement.com
    - nancy@walkupcareermanagement.com
    - 810-252-9907

Contact Nancy Walkup

www.walkupcareermanagement.com
nancy@walkupcareermanagement.com
810-252-9907