Worksheet for Motivating a Problem Employee

Instructions

*Motivating problem employees requires a special approach. Rather than trying to provide motivation, you want to help them motivate themselves. Follow three steps to help an employee become motivated.*

**Step 1: Investigate the issue**

What motivates the employee? List their interests. How has this person excelled in the past? Is there something in the employee's personal life that’s contributing to the problem?

What is the context? Is anything in the workplace or between you and the employee causing tension?

Could your actions be part of the problem? Is lack of trust, micromanagement, or anything else that you are doing contributing to this person’s lack of motivation?

**Step 2: Consider a range of outcomes**

Don't jump to a quick conclusion about a course of action. Rather, brainstorm and list a range of different possibilities below.

Consider whether the employee could be successful in a different role. If so, what is it? How might they transition into this role?

Does the employee need training or coaching? If so, training in what area? Or what coaching approach might you use?

**Step 3: Address the issue**

Meet face-to-face with the employee in a neutral space to discuss and resolve the problem. Plan in advance how you will affirm the person's value. Write down what you plan to say about their contribution to the team.

Write down how you will describe the problem as you see it. Connect the employee's problem behavior to the success of both the team and the individual.

List probing questions you plan to ask the employee. For example, does the person clearly understand what’s expected? Is anything preventing the person from doing their best work?

Describe below how you will ask your employee for input on resolving the issue.