Challenging Employees

◈ Report the problem.

Step 1: Identify the problem.

Step 2: Define the problem.

Step 3: Explain the impact of the problem.

Program Objectives

◈ Be able to locate and identify difficult employees.

◈ Learn that every employee has a unique way of completing tasks, and learn how to gel everyone's abilities.

◈ Learn how to deal with a continually troubling employee.

Program Objectives

◈ Understand what is expected and how to work more effectively in the office environment.

◈ Learn the tools that allow for constructive feedback and more productive employees.

Definition

Someone who, whether consciously or subconsciously, disrupts or hinders the advancement of productivity in the work place.

People Aren't Difficult, They Are Different

◈ Employees at all levels may feel insecure and under pressure to perform.

◈ More dissatisfaction amounts to more difficult people.

◈ Dissatisfaction:

  – Can cause the loss of clients.

  – Can slow down productivity.

  – Can cause absenteeism to increase.

Being Objective

◈ Being objective is very important because…

- – It prevents favoritism.

- – It ensures that personal dislike is not affecting judgment.

- – It ensures that the employee is evaluated on the basis of performance standards.

- – It prevents legal issues.

- – It prevents emotions from clouding judgment.

Certain Personality Types

The Bull

Certain Personality Types

The Time Bomb

Certain Personality Types

The Stone Wall

Other Personality Types (3 of 6)

◈ The Grenade (Much like the Time Bomb):

– Explodes into uncontrolled ranting and raving after an initial calm.

◈ The Know-it-All:

– Has a low tolerance for correction and contradiction.

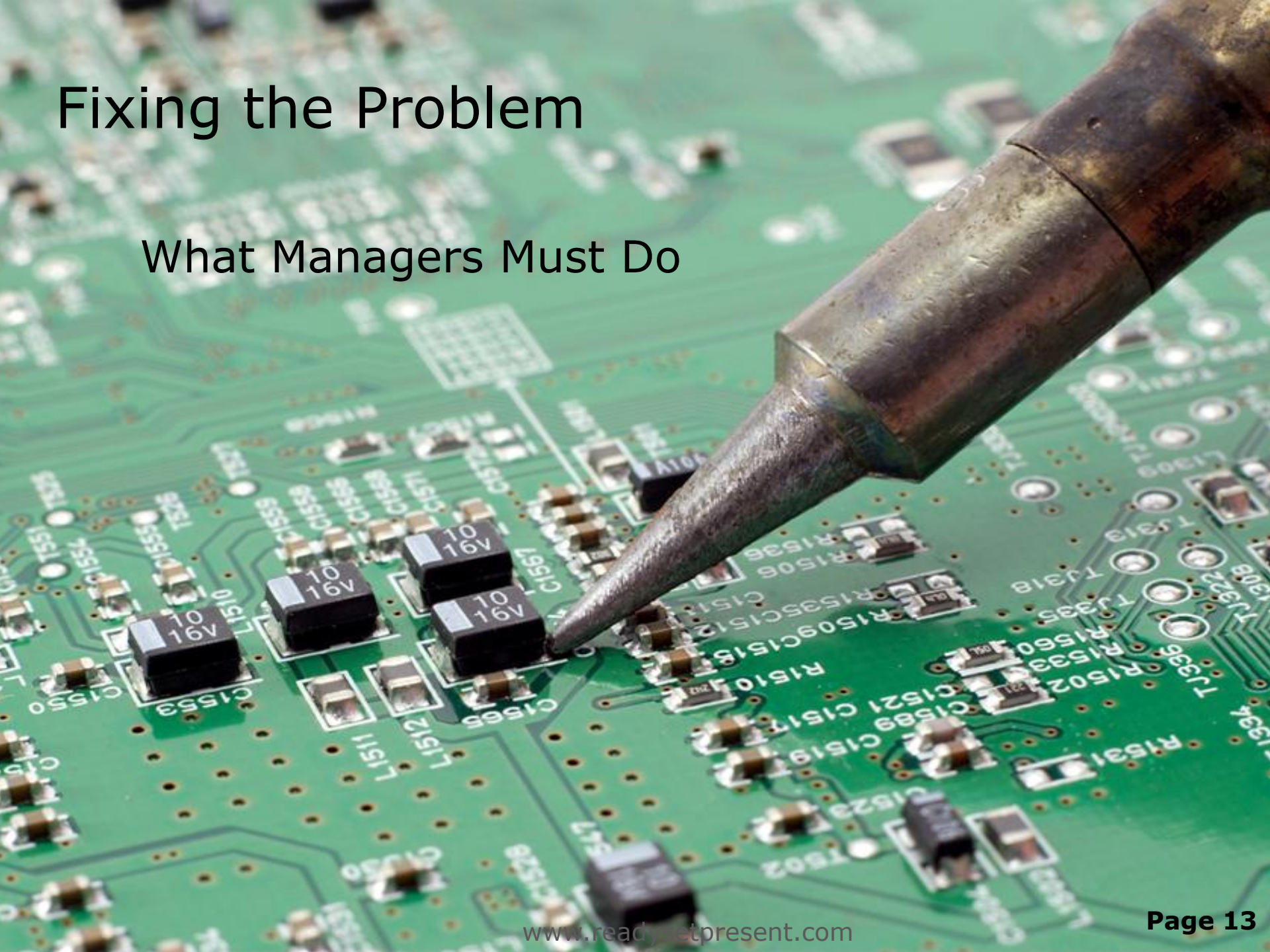www.readysetpresent.com   **Page 11**

Benefits of Good Feedback
(1 of 2)

⬥ Overcomes the barriers of confrontation and defensiveness

⬥ Strengthens trust, improves morale, and increases productivity

⬥ Recruits employee participation in setting future goals

Fixing the Problem

What Managers Must Do

Responsibility

A Manager Has The Authority To:

- ◈ Direct or control.

- ◈ Exert control.

- ◈ Utilize authority, discipline, or persuasion.

- ◈ Supervise, or carry on.

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Controlling Your Anger

Increase Enthusiasm

What is your next step?

Download "**Challenging Employees**
PowerPoint presentation
at **ReadySetPresent.com**

149 slides include: 12 points on objectivity, 4 types of intent, slides on the 5 different personalities: the bull - the fox - the time bomb - the whiner - and the stone wall, with their qualities and 8 points on specific strategies for dealing with each, 10 other personality types, 6 points on dealing with generally difficult people, 18 quick tips on dealing with challenging employees, 6 Q&A slides on dealing with difficult situations, 17 points on giving feedback, slides on giving and receiving feedback, 7 slides on the key aspects of giving feedback, 4 slides on constructive feedback skills, 6 slides on the problem fixing process, 4 slides on termination, 6 points on enforcing work rules, 6 slides on controlling anger, 9 points on controlling anger, and 9 techniques on increasing employee enthusiasm, 16 steps on employee management and action plans and much more.

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Now: more content, graphics, and diagrams*