



HOW TO CONFRONT DIFFICULT EMPLOYEES

After 20 years of workplace management and giving advice to many supervisors, it still seems more like an art than a science to get positive change. What are the best tips for successfully confronting difficult employees?

Although any of the following could be divided into additional steps, they represent some of the best tips in correcting behavior or performance.

1. Don't delay dealing with a problem, letting time pass makes correction more difficult.

2. Control your emotional state; rage and/or negativity reduces the recipient's listening proficiency.
3. Successful corrective conversations often start well if the employee first hears what they are doing well. Be specific about problematic & concerning behavior(s).
4. Prepare to be surprised by an employee's explanation for the issue. Be open-minded about what to do next. Is it best to continue? Should another matter be recognized first?
5. Use open-ended questions (what? when? where?) to motivate employees to suggest positive steps resolving the problem...

- a. What are your thoughts about how to improve this?
- b. What time frame is needed for change?
- c. Help me understand how this increases cooperation or productivity?
6. Don't be long-winded, lecturing, or parental. It triggers resistance.
7. Share notes or data - keep the focus on specifics.
8. Meet in a nonsocial, business setting to convey importance.
9. Mention the EAP as a resource if they experience/anticipate difficulty making the changes needed, or if personal or relational stress seems to block work solutions.

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Leadership Orientation Training - Session B

Tues. November 19, 2024
1:00pm-3:30pm - Virtual
Pre-register by Oct 25, 2024

CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing (info@connectionseap.com) for more information or register online:

www.connectionseap.com

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab to access webinars, continue to scroll down on the Work/Life Services opening page. (All webinars are archived for later viewing.)

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