

DEALING WITH DIFFICULT STAFF



DON'T PANIC!

AS LONG AS PEOPLE ARE PEOPLE, THEY'LL NEVER BE PERFECT. THERE MIGHT BE SOME NEGATIVE PART OF AN EMPLOYEE'S BEHAVIOUR OR PERFORMANCE YOU HAVE TO DEAL WITH. IT MIGHT SEEM OVERWHELMING. JUST TAKE IT STEP BY STEP, AND YOU'LL BE FINE.

THE STAIRWAY OF DEALING WITH DIFFICULT STAFF

1

THINK ABOUT WHAT'S MADE YOU LABEL THIS STAFF MEMBER "DIFFICULT." IS IT POOR PERFORMANCE AT WORK, OR THEIR BEHAVIOUR? DO YOU HAVE ANY STATS OR DATA TO BACK THIS UP? TALK TO ANYONE INVOLVED. OBSERVE THE EMPLOYEE IN DIFFERENT SITUATIONS, SEEING WHAT CAUSES THERE MAY BE.
DON'T JUMP TO ANY CONCLUSIONS!



2

TALK TO THE EMPLOYEE.

YOUR MOTIVATION SHOULD BE TO HELP, NOT PUNISH. PLAN WHAT YOU'LL SAY IN ADVANCE, AND BE PREPARED TO LISTEN.

FOCUS ON THE BEHAVIOURS CAUSING DIFFICULTY, NOT THE PERSON. COLLABORATE ON A PLAN TO FIX ANY PROBLEMS. MONITOR PROGRESS WITH SCHEDULED FOLLOW-UPS AND MILESTONES.



3

EXPLAIN THE CONSEQUENCES OF NOT MEETING AGREED TARGETS, BUT EXPRESS CONFIDENCE YOU CAN WORK THROUGH THEM.

IF THINGS IMPROVE, CONTINUE CHECKING IN TO MAKE SURE STANDARDS DON'T SLIP.

IF NOT, FOLLOW COMPANY PROCESSES, AND BE CONSISTENT WITH WHAT YOU'VE DISCUSSED.



REMEMBER!

ANYONE CAN HAVE A BAD WEEK. DON'T MISTAKE A BAD SPELL FOR BAD PERFORMANCE/BEHAVIOUR. IT TAKES GUTS TO CONFRONT A DIFFICULT EMPLOYEE, BUT IF YOU IGNORE IT CAN MAKE THE SITUATION WORSE. TAKE IT STEP-BY-STEP AND YOU'LL BE FINE.