

WILY MANAGER

*Just-in-Time
Management Advice*

Dealing With Difficult Employees

For most managers, people issues consume the largest portion of time and effort. No employee is more time consuming than one exhibiting difficult behavior. For this reason, building skills to cope with difficult people has an immediate and measureable return.

Why are People Difficult?

Everyone displays difficult behavior at one time or another. People often engage in difficult behavior because such action has worked for them in the past.



This is one of a series of free management cheat sheets available from www.wilymanager.com

Guidelines for Dealing With Difficult Behavior

There are very specific techniques that managers can use to address difficult behavior. Some specific behaviors require certain responses, but **for all difficult behaviors:**

- Focus on the specific behavior, **not the person** or personalities

- Identify the type of behavior, and **strategize** a response before reacting
- Attempt to understand the **root cause** of the behavior
- Avoid **public showdowns**

- Determine if the conversation can continue at that time, and postpone it if **emotions are running high**
- Be aware of the **impact** of the behavior is having on you
- Don't make **excuses** for the person
- **Choose to do something** about the behavior

Not all the Turtles make it to the Sea

In some cases a difficult person will not respond to reasonable attempts to assist them in correcting their behavior, and organizational health can be at stake. In such a case, high integrity leaders must make the unpleasant choice to part company with that person.

Get the Complete Topic Bundle

At Wily Manager, we offer easy-to-understand management tools and advice that you can put to work right away.

Get the complete **'Dealing With Difficult Employees'** topic bundle at www.wilymanager.com

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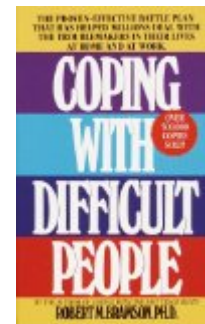
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Robert M. Bramson



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