

# Difficult Employees

## Coping Strategies And Tips

As a manager, you may find the different personalities of your staff intriguing. The point is to get you to respond in the same fashion. Keep eye contact and let the person run out of steam. When the raging is over, calmly restate your ideas and show you won't back down.

### **An Interrupter**

One nonverbal way to stop an interrupter is to reach out and hold onto his arm as you finish. Another is to take your head or frown in obvious annoyance until the interrupter stops. You may need to say, "Please let me finish. I tend to lose my train of thought when interrupted." For the diehards you may need to be more obvious. "Please don't interrupt me. I have something important to say."

### **Complainers**

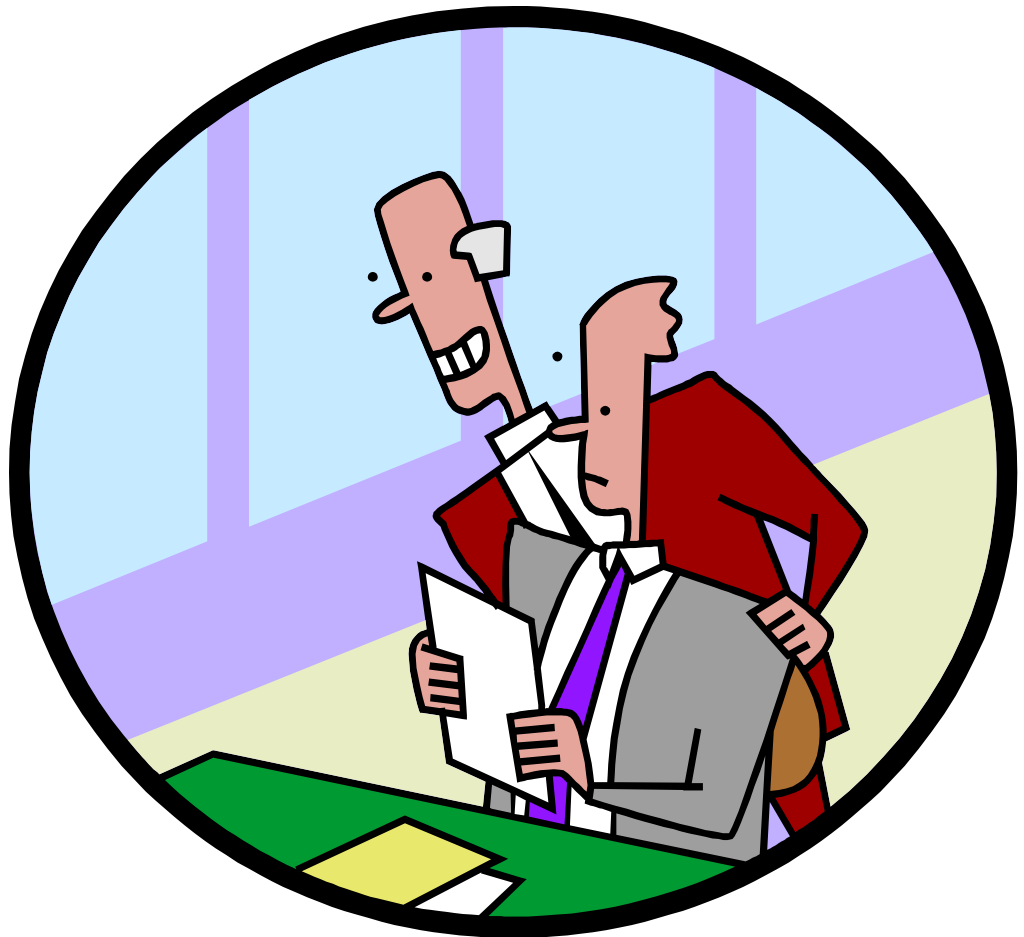
Avoid being sympathetic to a complainer. It only increases the complaining. By asking the complainer to document each complaint and its possible solution you help make the person responsible for his or her own happiness. Listen calmly and paraphrase the complaint. This forces the complainer to define the specific irritation.

### **Sarcastic Behavior**

Sarcasm is a nasty way to point out dissatisfaction. Privately ask the sarcastic employee to be specific about the problem. The person will either back down and be more careful next time or will bring up the real problem. Work towards mutually resolving it.

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### **Negative Behavior**

A negative employee sees the problem in everything. Don't waste time trying to convince this type of person that an idea will work. Make your decision and effectively go about making it work.

### **People Pleasers**

This type of person may tend to be fickle and unreliable. Watch closely with any responsibility or project to make sure your instructions are being followed.

### **Troublemakers**

Investigate the reasons for any inappropriate behavior. A troublemaker often lashes out over minor hassles where there is a feeling of powerlessness. You can gain this person's respect by showing you want to resolve the problem. For a chronic malcontent, termination may be the only solution.

### **Freeloaders**

Everyone knows a freeloader who talks a lot and does very little. When you observe this type of behavior, have the person start a productivity work log. Privately discuss the lack of productivity and the repercussions of not being a team player. Peer pressure is also effective. Permit co-workers to insist on the freeloader's cooperation.

### **Silent Employees**

You can draw out a silent employee with questions. Ask for elaboration. This type of person is often also a poor listener. Therefore, when giving instructions try to summarize your main points to make sure you've been heard and understood.