

Productivity and Morale

Don't:

- Put a negative spin on everything
- Erode plans and actions
- Create hostile work relationships
- Make others look worse

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Don't Ignore Problem Employees

- Learn control techniques
- Ask open-ended questions
- Don't get personal
- Tell the employee what is expected

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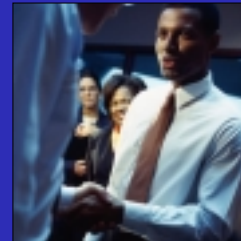
Responding to Difficult Employees

- Explain your concerns
- Offer suggestions
- Avoid criticizing

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Consider the Employee's Side

- Good reasons for questions
- Be fair



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Look Before You Leap

- Investigate
- Evaluate



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Follow Up

- Positive feedback
- Continuing problems
- Introduce changes

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