How to Make Work less Difficult by Dealing Effectively by Difficult Employees

[*1]Dr. Sofia Nalwaya

[*1]Associate Professor, Government Meera Girls College, Udaipur, Rajasthan, India.

Abstract

Management is the organization and coordination of the working of an enterprise abiding by certain policies of clearly defined goals. This paper aims at a better understanding about management, how new managers learn the habits and challenges as they supervise and motivate employees who are more difficult to oversee. This paper is an attempt to analyze the various categories of difficult employees an organization can come across, the traits that demarcate such employees and the plausible strategies that an organization can adopt to ensure the optimum use of the potential of its workforce.

This paper aims at evaluating the various difficulties that employees may face in the professional setting of an office or other workspace, the difficulty that employees can bring to a work group, the impact of the toxic behavior of a difficult employee. The paper also elaborates on why it is important to deal with difficult employees. The paper will also focus on the ways in which the situation of difficult employees can be tackled. These suggestions will start with the least invasive and progress until the final option being termination of the difficult employee.

Keywords: Difficult employees, work environment, organization etc.

Introduction

A prominent issue that managers in leadership positions need to tackle is dealing with difficult employees. The problematic behavior and poor attitude of an employee is contagious. It can set a negative example, exhorting the other members of the team to behave similarly leading to serious repercussions for the entire business. This toxic environment will impair the productivity of the organization and hinder its goals. Dealing with difficult employees is an enormous challenge and ought to be dealt with immediately to minimize the damage.

This paper is an attempt to assess the term 'difficult employee,' their impact on how to cope with difficult employees for a healthier, more productive work environment.

Methodology

The term "difficult employee" denotes a worker who fails to conduct him-or herself in a responsible or professional manner in the workplace. Dealing with such employees can be one of the greatest challenges posed before business houses and managers. Very few people want to put themselves in the difficult position of confrontation that disciplining or criticizing others in or outside the work environment can cause. Thus the natural management response is delay, being evasive and wishful thought. This only serves to embolden the trouble monger employees.

Three basic types of difficult employees are those who:

- Are poor performers
- Have a bad attitude
- Undermine the supervisor's authority.

Now the question arises how the difficult employees need to be tackled

Ignoring such an employee's behaviour will only worsen the situation as others will take note of it. Some of your good employees who have to face this constant friction might leave. If an employee is argumentative and rude to peers they well could take the same approach with your customers. Thus there's too much at stake to ignore the problem.

Communicating with such an employee in question is critical to not only individual success but for the success of the entire organization. The first key to communicating with such an employee is to create a professional and comfortable environment where the employee feels welcome to share what they are experiencing. Negative comments or accusations should be avoided at all costs as the goal is a relaxed, free-flowing discussion, a seek-to-understand conversation. When opening a dialogue with the person, it ought to be discovered if they're aware of their behavior and its impact on the team. Succinctly and factually describe their behavior and the impact it has on the team. Determine if there may be external, personal factors influencing their actions. The employee's personal life may be in turmoil, and they may not realize that it's apparent at work. If an employee needs assistance to get

their personal life in order, they may be provided with any resources the company may have, such as an employee assistance program. However, blindly assuming this should be avoided as it will only as this may cut them slack when you shouldn't be. However it is important to uncover the root cause of the individual's actions and work to address the issues. Once the root cause has been identified then resolving it is the next step.

Taking feedback from all team members can create an environment where colleagues can speak openly and honestly about what is bothering them. Sometimes the employees may just need to be patiently listened to and feel understood. This may be enough for a behavioral and attitude change.

Also the difficult colleague ought to understand what is expected of them. If the relationship with them is in conflict, the employees first need to be encouraged so that they become more receptive and lower their guard. After that, they can be given detailed feedback about their behavior, citing examples. For this working with the individual to put into writing the behavioral changes that are expected in them and drawing up a plan that includes the objectives, a clear timeframe and periodic evaluations of their progress. This must include the consequences of being unable to make these behavioral changes. An individual will take matters seriously if the repercussions of their actions are clearly stated.

Results and Discussion
After a plan has been devised for the difficult employee their progress needs to be monitored with a set timeline. To keep a track of it is necessary to get feedback from coworkers. Evaluation their work quality and conducting regular meetings one on one are also crucial. It is important to report your observations periodically. These reports are the basis of evaluating the employee's success.

A comprehensive hiring process can help minimize difficult workers. A background check to understand their behavior in their previous positions and the reason for their quitting or being dismissed. It will help uncover red flags that may lead to problematic behavior.

The choice of words is extremely important when providing negative feedback, especially if the worker must be dismissed. People who feel threatened can react in unpredictable ways. Remain calm and avoid criticizing or judging the employee. Maintain a neutral tone and watch your body language. Be professional, honest, and respectful, and focus on the facts. Feeling undervalued is sometimes the reason employees act difficult. Try to discover the reason for their difficult behavior before dismissal.

If your company has a human resources department, it's best to bring them into the discussion on how to deal with difficult employees as they're professionals at dealing with interpersonal relationships. When organizations communicate clear expectations and take appropriate actions, the workforce will be better able to differentiate between acceptable and unacceptable behavior. Certainly most of the positive effects of inter group conflict can be achieved in peaceful ways as well. Negotiation and bargaining can lead to a favourable allocation of resources.

Conclusion
The best way to limit the damage a problem employee can do is to take fast, effective action. Unfortunately, problem employees often are allowed to allowed to stay too long thus setting a wrong example. Goldman warns that problem employees can become "cultural cancers" within the organization. As Goldman explains, "If we knew we had a cancerous tumor in our body," we'd take fast action. We would cut it out right

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