



# HR Power Hour Managing Difficult Employees

# Agenda

- Short presentation
- Role play acting(!)
- Breakout rooms
- Feedback
- If time, case study

# Difficult employees



“There is one in every family sir, two in mine actually”

Zazu, Lion King, 1994

# General hints & tips

## Prepare

- Read everything ...twice!
- Script/ meeting plan/agenda

## Keep control

- Provide opportunity for employee to speak
- Firm but fair

## Stay zen

- Middle path
- empathy

# 1. The employee who is off sick

Wall of silence

2 stages

- coax them out
- Poke them out

Keep in touch

Explain what and why

Consider adjustments

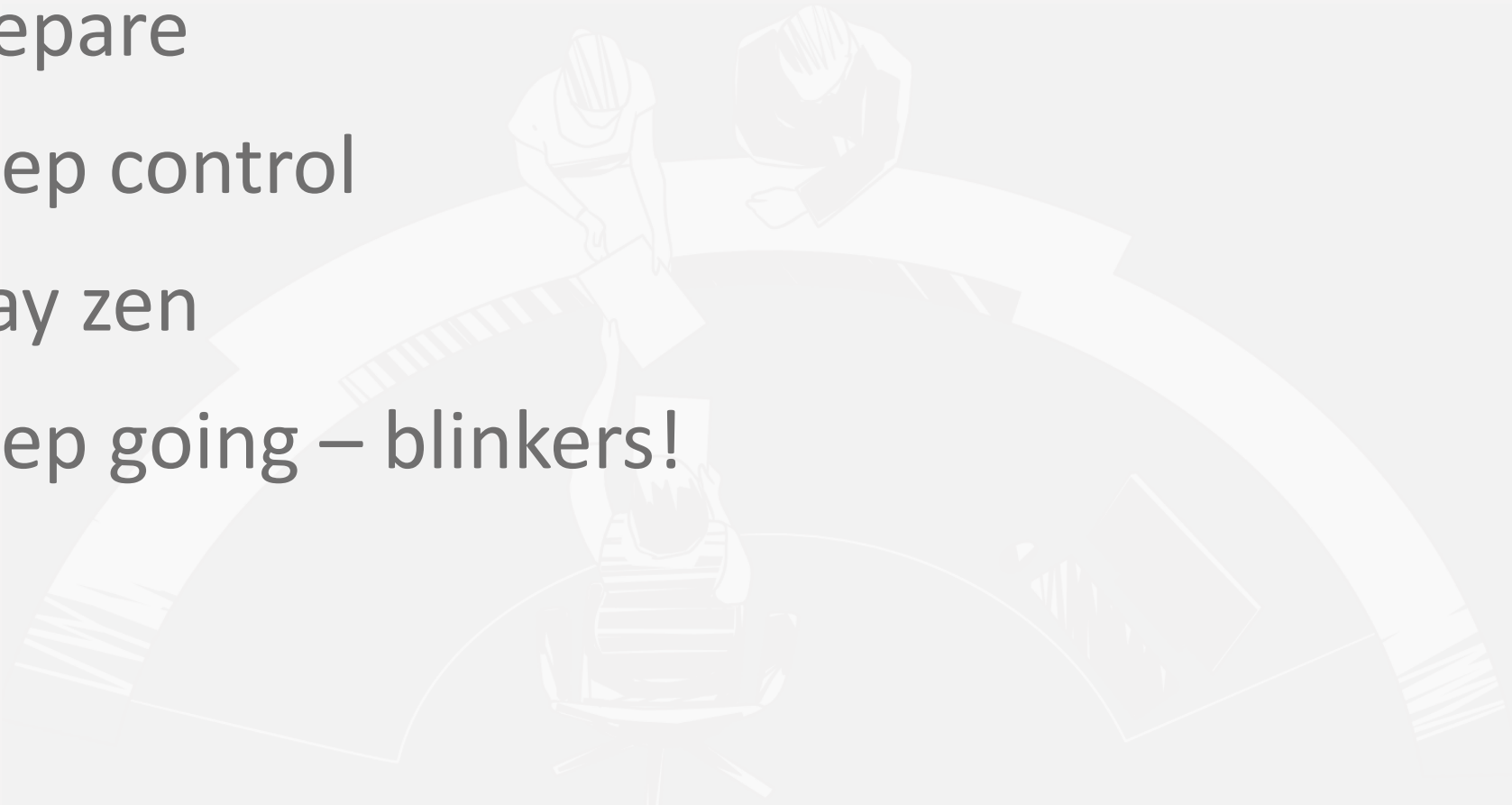
Reasonable management instruction

Warn will go ahead in absence & follow through

Medical report?

## 2. The non-cooperative employee

- Prepare
- Keep control
- Stay zen
- Keep going – blinkers!



# 3. When employees working from home

- Virtual meeting
- Consider arrangements for meeting carefully
  - Quiet space
  - Private
  - Companion vs privacy
- Still a place for in person meetings



# Any questions





# Breakout rooms – case studies...

