

## Executive Briefing



# Managing Difficult Employees: Problems and Solutions

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Effective managers are able to find ways to motivate and work with challenging employees.

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### **Difficult employees suck the life—and time—out of managers**

Every workplace has them. They never come to work on time, they invade your personal space, and they eat their favorite hot lunches at their desks. They never refill the coffee pot, they shout on the phone during personal calls, and they complain about every little organizational change. Difficult employees provide an additional set of problems for any manager.

Effective managers are able to find ways to motivate and work with challenging employees. In most cases though, a few problem employees can require the majority of a manager's time. It has been estimated that difficult employees make up only 10% of a department or team, but they occupy 90% of the manager's time.

#### **In this report, we identify four main problems managers experience with difficult employees:**

1. Managing Difficult Personalities
2. Managing Employees with Bad Attitudes
3. Managing Poor Performers
4. Managing Communication Problems

It is important to remember that managers must understand their own management styles before they address issues with problem employees. Management is a two-way street, and sometimes the problems in the workplace are nothing more than the result of a mismatched employee and manager. If you feel like more than 10% of your employees are difficult employees, then you and your management style may be the problem. Psychographic assessments and 360-degree feedback can help identify any mismatched employees and the effects they are having on their coworkers.

There are no simple solutions when managing difficult employees. But it's important to identify problems quickly so that you can spend your time managing the entire staff, not just the high-maintenance employees.

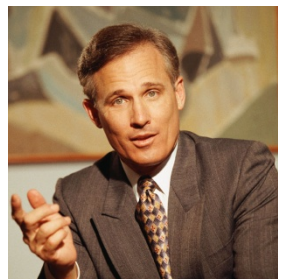
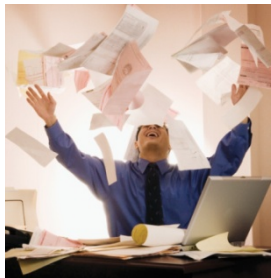




# Managing Difficult Employees: Problems and Solutions

## 1. Problem: Difficult personalities

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### Difficult personalities negatively impact coworkers and damage the culture of an organization

Whether it's the constant complaints or inappropriate jokes, some employees have personalities that make managing them and working with them strenuous. Most employees avoid these people while managers continue to struggle to create a unified team. There's nothing wrong with people with unique personalities, but in the workplace there are certain behaviors and personality traits that are unacceptable and require a measure of tact if they are to be dealt with appropriately.

#### Common difficult personalities:

- **The Bully**—Dominates conversations and manipulates people to get what he wants
- **The Prima Donna**—Only looks out for "numero uno," and does so in dramatic fashion
- **The Control Freak**—Constantly noses into your business and trusts no one
- **The Know-It-All**—Converses with coworkers in a condescending manner
- **The Gossip**—Only talks to others to get information about office happenings
- **The Complainer**—Uses every interaction to whine about the smallest of changes
- **The Dirtbag**—Makes inappropriate and suggestive comments to coworkers

At some point in your management career you have run into an employee who is difficult to manage. Identifying these employees is only half the battle; managing difficult personalities and helping them to be productive is the difficult part.



## Managing Difficult Employees: Problems and Solutions

### 1. Solution: Manage difficult personalities

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“  
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bossing people around.”

#### A good manager must address employees with difficult personalities and deal with them appropriately

What is a manager supposed to do with difficult personalities? Asking an employee to change job assignments is a lot easier than asking him to stop bossing people around. Managing difficult personalities can be challenging, but there are some simple steps managers can take to help address these distracting employees.

First, a manager must make sure the employee is **aware** of the problems he is causing in the workplace. It is easy for an employee to be completely blind to his or her distracting behavior. Management should arrange to meet with the employee to explain how the behavior is affecting his coworkers and the office environment. Awareness is the first and most important step in dealing with an employee who has a difficult personality.

Secondly, the employee needs to show a **willingness to change** his demeanor and personality. If an employee complains all the time, he must admit to excessive complaining and make an effort to complain less in the future. The manager will need to provide additional support in order to motivate the employee to change. Although this will take more time and focus special attention on one employee, the other employees will be more productive after the distracting behavior has been eliminated.

Finally, managers can **enlist trustworthy employees** to provide feedback on the progress of the difficult employee. If the employee still chooses to engage in negative behavior and shows no willingness to change, then management may need to look at more drastic steps for dealing with him. Managing challenging employees is made easier through the assistance of coworkers and employees.

## 2. Problem: Employees with bad attitudes

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### Negative attitudes about others—or the organization—dampen the work environment and ultimately decrease productivity

The work environment and office atmosphere have a significant impact on productivity. Companies spend time and money researching the best office layout, wall color, and break room design, but an employee with a bad attitude is one of the fastest ways to ruin the atmosphere of an office. Identifying negative attitudes is the first step in reclaiming employee productivity.

#### Some common negative attitudes:

- **Negative emotions toward the organization.** There are always those employees who are quick to make negative comments about upper management or coworkers. These negative feelings contradict the overall mission of the organization and may cause other employees to have negative feelings as well.
- **Insubordinate challenges to authority.** There are many times when employees refuse to do what they are asked in order to prove a point or make a statement. These employees have no respect for you and will likely lose the trust of their peers.
- **Lazy, unmotivated.** These employees spend most of their day goofing off and distracting other employees.
- **Overly argumentative.** Employees who are looking to pick a fight put coworkers on edge and create a high level of discomfort in the workplace.

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The more negative your employees are at work, the less likely they are to complete their work and add value to the organization. Bad attitudes must be dealt with quickly and maturely.

## 2. Solution: Find the source of the bad attitude

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### Improve the atmosphere of the office by dealing with bad attitudes

Managing employees' bad attitudes in the workplace is a tricky endeavor. Employees have bad attitudes for a variety of personal reasons, and addressing them as a manager can force you to cross lines that distance you from your employees. But allowing bad attitudes to fester causes serious problems for the overall atmosphere of the office and the productivity of every employee.

**As a manager, there are some important things to remember when addressing bad attitudes in the workplace:**

- **Bad attitudes are a serious problem.** Do not take bad attitudes lightly. They are different from other problems and must be addressed as such. An employee who has a bad attitude causes more problems than an employee who is trying hard but simply doesn't have the ability to do his or her job.
- **Understand why the employee has a bad attitude.** A bad attitude can be blamed on an employee's melancholy personality or negative disposition. But there is probably something else going on beneath the surface. Has anything happened in her life that has resulted in an adverse attitudinal change? A personality assessment helps managers know how an employee responds to adversity and how to best manage her through the challenging time.
- **Set boundaries and expectations for the employee.** Let the employee know that her behavior is negatively impacting the team. Offer your support, but be firm. Let the employee know that her job is in jeopardy if there is not a positive change in attitude and behavior.

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## Managing Difficult Employees: Problems and Solutions

### 3. Problem: Poor performance

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#### Poor-performing employees create new problems for managers

Difficult employees can also cause problems by underperforming. You spend countless hours trying to hire quality, competent employees, but you still have employees who don't complete their assigned tasks or understand (or appreciate) the organizational goals of the company. In a team environment, a manager needs to be able to identify poor performance and know how to address it.

#### Common reasons that an employee may have difficulty doing the job:

- **Doesn't follow directions.** An employee who doesn't follow directions well is always someone who is difficult to manage. He makes his own rules and can't be trusted to complete important tasks.
- **Incompetence.** An incompetent employee makes mistakes, is disorganized, and has a hard time learning new concepts. He may be overwhelmed by a new job assignment or by having to adapt to something new.
- **Takes too long.** Timeliness wouldn't be a major problem to manage if it only involved one employee, but you may have five other employees who can't do their jobs until the slow-moving employee does his.
- **Nervous worker.** A nervous employee has a difficult time dealing with the stress and pressure of his job. If you manage in a highly competitive industry, nervous workers who are concerned about issues such as job security and meeting sales quotas could drag down performance.

## Managing Difficult Employees: Problems and Solutions

### 3. Solution: Support and train poor performers

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#### Managerial support is essential for transforming poor performers into quality employees

Insufficient production from a normally productive employee is a concern for every manager. Do not write off employees who are struggling to produce. As a manager, it is your responsibility to identify poor performance and motivate the employee to achieve the desired goal.

Keeping in mind the reasons for poor performance that we identified previously, here are some proposed solutions to those problems:

- **Communicate directions clearly.** For the employee who struggles to follow directions, try communicating those directions in a more detailed or concrete way.
- **Explain the expectations better.** An incompetent employee needs to learn more about what is expected of him. Take a step back and explain the expectations of the job and his role in the team and the organization.
- **Provide additional training.** If an employee has a difficult time organizing his work, provide a specific training day to help him learn how to organize better.
- **Use other team members.** If an employee continues to work at a slow pace, assign a more experienced team member to work with him. Providing extra help and support will help speed up his processes.

If additional support and training do not help the employee achieve more success at work, there is probably a poor fit between the employee and the job. Assessments can help managers identify job fit and provide suggested jobs for each employee.

## 4. Problem: Communication

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### Communication between employees and management must be clear and coherent

Communication is constant and flows through many different media. Email, instant messaging, texting, and face-to-face communication help to transfer ideas, information, and instructions. Methods of communication continue to increase, but miscommunication is still a daily occurrence in the workplace. Managers must learn how to best communicate with each employee to ensure that the message sent is the same as the message received.

#### Here are some common communication problems between a manager and an employee:

- **The employee appears to understand but actually doesn't.** This communication error often results in numerous mistakes in the workplace. The time and energy spent on unnecessary work costs the organization money. Miscommunications impact the bottom line quickly.
- **The manager doesn't understand the technical language of the employee.** In this communication error, the employee may be referring to a technical term that the manager has never heard before. The manager may assume that the employee knows what he is talking about even if she doesn't understand the message at all.

Although there are a myriad of different management communication problems in the workplace, these are just a few that affect every manager and employee. Managers must seek clarity in their communication with each employee.

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## Managing Difficult Employees: Problems and Solutions

### 4. Solution: Create quality dialogue with each employee

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#### Solve communication issues through clear and honest conversations

At the end of the day, communication between a manager and his employees needs to be clear. Establishing effective communication practices in your department will not only increase efficiency, but also improve trust, honesty, and openness.

Here are some general tips for avoiding management communication problems in the workplace.

#### If an employee seems to understand, but doesn't:

- Make sure your employees feel comfortable enough to tell you that they “don't know” or “don't understand.”
- Have the employee repeat back the instructions or message you just gave her until she says exactly what you said.
- Try hands-on demonstrations to make sure the employee knows exactly what to do.

#### If the manager doesn't understand the technical language of the employee:

- Spend time learning more about the details of your employee's job.
- Find an employee who can serve as a translator to explain the technical jargon so that you know exactly what your employee is trying to communicate.
- Ask the employee to draw pictures or diagrams. Find another way for the employee to express herself.

Communication often requires simple strategies such as the ones listed above. If you and an employee consistently find yourselves making mistakes due to communication errors, the professional relationship may be a bad fit.

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### What can you do to manage a difficult employee?

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#### Whatever the problem may be, these actions will lead to the solution

Managing difficult employees tests the limits of a manager's time and energy, but the results can often be rewarding. Below is a list of managerial actions that you can use to address any problem with a difficult employee.

1. Have a one-on-one conversation.
2. Schedule a formal employee review meeting, even if it's not time for a scheduled review.
3. Meet with the employees involved to discuss the problem.
4. Consult with other managers and your boss.
5. Put the employee on probation for a specified amount of time.
6. Assign another, more experienced employee to work with and mentor the problem employee.
7. Write clearer guidelines for the employee.
8. Make yourself available for additional training with employee.
9. Provide the employee with outside training.
10. Provide the employee with hands-on experience while you observe.
11. Ask the employee to submit reports to you about how he or she is seeking to change.
12. Give the employee a specific time limit for showing improvement (with defined goals).
13. Terminate the employee as gently as you can and provide the employee with an explanation, pay for hours already worked and severance pay.
14. For a more serious problem, terminate the employee immediately, explain the cause, and provide pay for any hours already worked.
15. Report any criminal actions to the appropriate authorities.

It is important to remember that each situation is different and may require only a few of these suggestions.



# Managing Difficult Employees: Problems and Solutions

## Summary

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### Take the time to manage the most difficult, distracting employees

Dealing with difficult employees is inevitable. As a manager, there will always be employees or clients who are annoying, lazy, or just downright rude. You have a choice to either work with them or let them go. Terminating the employment of difficult employees may help you in the short term, but it also increases hiring costs. And what if the employee is a high performer?

**In this document, we looked at four different employee problems that require specialized management skills:**

- 1. Managing Difficult Personalities**
- 2. Managing Bad Attitudes**
- 3. Managing Poor Performers**
- 4. Managing Communication Problems**

Although managing difficult employees takes time, it is still worth the effort in order to avoid additional hiring costs. Assessments also help managers deal with difficult employees. Knowing how your employees respond in stressful situations or how they fit with a certain management style arms you with valuable information that can help you manage problem employees. Assessments provide a vast amount of information that you can use to make decisions concerning your employees.

Difficult employees are always going to be in the workplace. The way in which you manage these employees will not only effect your reputation as a manager, but also the organization's bottom line.

“Knowing how your employees respond in stressful situations or how they fit with a certain management style arms you with valuable information that can help you manage problem employees.”



Introducing *MRP Consulting, LLC*

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*Strategic Business Partner*

## Profiles International – Who We Are

Profiles International helps organizations worldwide create high-performing workforces.

Through our comprehensive employment assessments and innovative talent management solutions, our clients gain a competitive advantage by selecting the right people and managing them to their full potential.

### Where We Are

Profiles serves 122 countries around the globe and has material in 32 languages.

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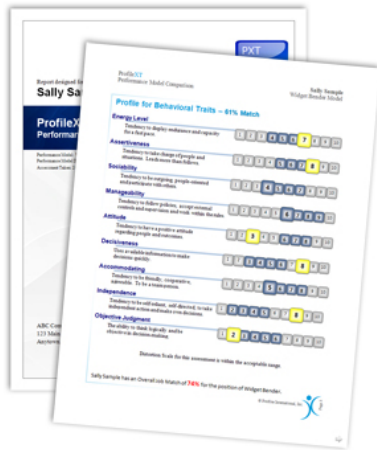
## Overview of our assessments and solutions

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Your Business Objective	Our Popular Solutions										
<b>High-level Strategic Workforce Management</b>											
Identifying high-potential employees and managers		PXT				CP360			PSA	CSP	
Strategic workforce and succession planning		PXT			PPI	CP360			PSA	CSP	
Restructuring, reorganizing and downsizing		PXT			PPI		PMF	WES	PSA	CSP	PLP
Post-merger integration of organizations		PXT			PPI		PMF	WES	PSA	CSP	PLP
<b>Everyday Workforce Management</b>											
Basic pre-employment screening	SOS		PST								
Screening, interviewing and selecting job candidates		PXT	PST	EBC					PSA	CSP	
Onboarding new employees		PXT			PPI		PMF				
Improving employee productivity and work quality		PXT			PPI			WES			
Improving employee motivation and communication					PPI		PMF	WES			
Resolving conflict between co-workers					PPI						
Selecting and managing teams					PPI						
Evaluating management effectiveness		PXT			PPI	CP360		WES			
Prioritizing management development needs						CP360		WES			
<b>Sales and Customer-facing Workforce Management</b>											
Screening, interviewing and selecting job candidates			PST	EBC					PSA	CSP	
Retaining and growing customers and accounts									PSA	CSP	PLP
Improving sales performance					PPI	CP360	PMF	WES	PSA		PLP
<b>Legend</b>		<b>SOS</b>	Step One Survey				<b>PMF</b>	Profiles Managerial Fit			
		<b>PXT</b>	ProfileXT				<b>WES</b>	Workplace Engagement Survey			
		<b>PST</b>	Profiles Skills Tests				<b>PSA</b>	Profiles Sales Assessment			
		<b>EBC</b>	Employee Background Checks				<b>CSP</b>	Customer Service Profile			
		<b>PPI</b>	Profiles Performance Indicator				<b>PLP</b>	Profiles LoyaltyPro			
		<b>CP360</b>	CheckPoint 360								

## How We Do It – Assessment and solution descriptions

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### ProfileXT® (PXT)

The PXT assessment measures how well an individual fits specific jobs in your organization. The “job matching” feature of the PXT is unique, and it enables you to evaluate an individual relative to the qualities required to successfully perform in a specific job. It is used throughout the employee life cycle for selection, on-boarding, managing, and strategic workforce planning.

This assessment reveals consistent, in-depth, objective insight into an individual's thinking and reasoning style, relevant behavioral traits, occupational interests, and match to specific jobs in your organization. It helps your managers interview and select people who have the highest probability of being successful in a role, and provides practical recommendations for coaching them to maximum performance. It also gives your organization consistent language and metrics to support strategic workforce and succession planning, talent management and reorganization efforts.

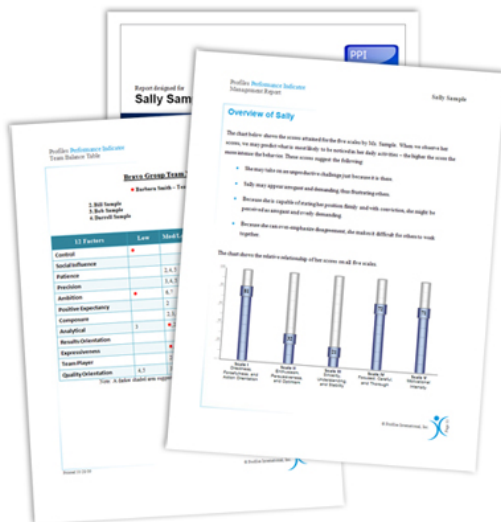


### Step One Survey II® (SOSII)

The SOSII is a brief pre-hire assessment that measures an individual’s basic work-related values. It is used primarily as a screening tool early in the candidate selection process.

This assessment provides valid insight into an applicant’s work ethic, reliability, integrity, propensity for substance abuse, and attitudes toward theft — including property, data and time.





## Profiles Performance Indicator™ (PPI)

The Profiles Performance Indicator is a DISC-type assessment that reveals aspects of an individual's personality that could impact their fit with their manager, coworkers and team, and their job performance. It is used primarily for motivating and coaching employees, and resolving post-hire conflict and performance issues.

The PPI specifically measures an individual's motivational intensity and behaviors related to productivity, quality of work, initiative, teamwork, problem solving, and adapting to change, as well as response to conflict, stress, and frustration. The output from this assessment serves as an “operator's manual” for an employee, which helps managers better motivate, coach, and communicate with the employee. It also helps to predict and minimize conflict among co-workers, and it provides crucial information for improving team selection and performance.

A powerful feature of the PPI is the **Team Analysis Report**, designed to help managers form new teams, reduce team conflict, improve team communication, improve their ability to anticipate problems, and enhance their team leadership skills.

It helps evaluate overall team balance, strengths, and weaknesses, as well as team members' personality characteristics along 12 key factors: control, composure, social influence, analytical, patience, results orientation, precision, expressiveness, ambition, teamwork, positive expectancy, and quality of work. It also provides team leaders with practical recommendations and action steps to take in order to succeed in their jobs.

## How We Do It – Assessment and solution descriptions

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### CheckPoint 360<sup>o</sup>™

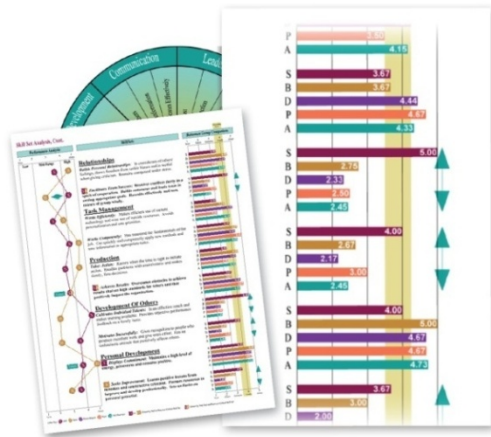
The CheckPoint Management System is a 360-degree assessment. It is used primarily to evaluate the effectiveness of your managers and leaders. This assessment combines feedback from direct reports, peers, supervisors, and even customers, with a personalized program for developing specific leadership skills based on that feedback. This process highlights a manager's job performance in 8 universal management competencies: communication, leadership, adapting to change, relationships, task management, production, development of others, and personal development.

The CheckPoint 360 helps managers identify and prioritize their own development opportunities. And it helps the organization to better focus management training and development investments; proactively uncover misaligned priorities between senior executives and front-line managers; and surface management issues that could lead to low employee productivity, morale, job-satisfaction, and increased turnover.

### Profiles Managerial Fit™ (PMF)

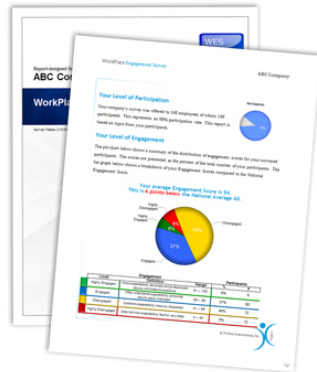
People typically don't quit their companies, they quit their bosses. Profiles Managerial Fit (PMF) measures critical aspects of compatibility between a manager and their employees. This report offers an in-depth look at one's approach to learning, as well as six critical dimensions of compatibility with their manager: self-assurance, conformity, optimism, decisiveness, self-reliance, and objectivity.

Managers use this information for adapting their styles in order to get the most from each employee; improve communication; increase engagement, satisfaction, and productivity; and reduce employee turnover.



## How We Do It – Assessment and solution descriptions

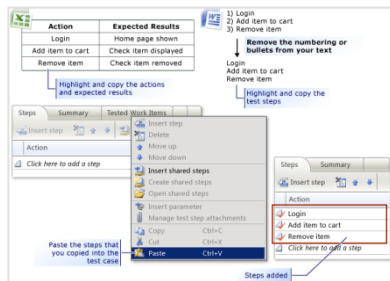
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### Workplace **Engagement** Survey (WES)

Our Workplace Engagement Survey (WES) measures the degree to which your employees connect with their work and feel committed to the organization and its goals. This gives you and your management team a detailed view of what influences engagement across all of your workforce segments and how your employees compare statistically to the overall working population.

In addition, the WES measures “satisfaction with employer” and “satisfaction with manager” across your entire organization, and gives recommendations for your organization to improve.



### Profiles **Skills** Tests (PST)

Profiles International provides comprehensive assessments to measure essential knowledge and skills. We use powerful technologies, such as performance-based testing, which simulates popular software products like Microsoft Office, to ensure accurate, reliable, assessment of knowledge, skills, and abilities. Our skills assessments cover Software Skills, Clerical Skills, Call Center Skills, Accounting and Finance, Medical, Nursing, Legal, Industrial, Computer Literacy, Retail, Food Services, Information Technology, Staffing, and Human Resources.



### Employee **Background** Checks (EBC)

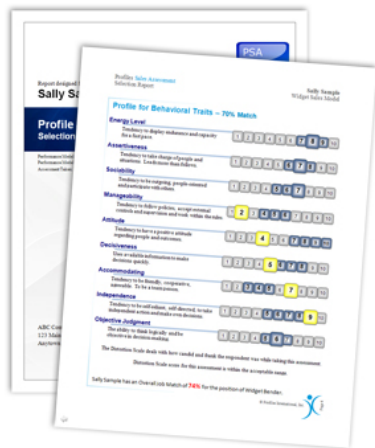
Profiles International provides comprehensive employee background checks for our clients. These include Consumer Credit Reports, Criminal History Record, Drivers' History Report (DMV), Education Verification, Employment History Verification, Foreign Nationals Terrorist Sanctions Search (OFAC, CLFST & OSFI), Identity Verification Search, Incarceration Records Search, Military Service Verification, Cursory Nationwide Criminal Index Database Search (CNID), and many more.



## Profiles Sales Assessment™ (PSA)

The Profiles Sales Assessment (PSA) measures how well a person fits specific sales jobs in your organization. It is used primarily for selecting, on-boarding and managing sales people and account managers.

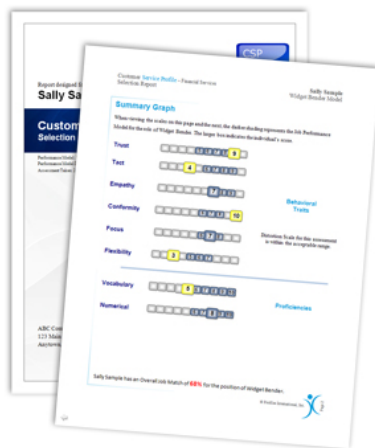
The “job modeling” feature of the PSA is unique, and can be customized by company, sales position, department, manager, geography, or any combination of these factors. This enables you to evaluate an individual relative to the qualities required to perform successfully in a specific sales job in your organization. It also predicts on-the-job performance in seven critical sales behaviors: prospecting, call reluctance, closing the sale, self-starting, teamwork, building and maintaining relationships, and compensation preference.



## Customer Service Profile™ (CSP)

The Customer Service Profile (CSP) measures how well a person fits specific customer service jobs in your organization. It is used primarily for selecting, on-boarding, and managing customer service employees.

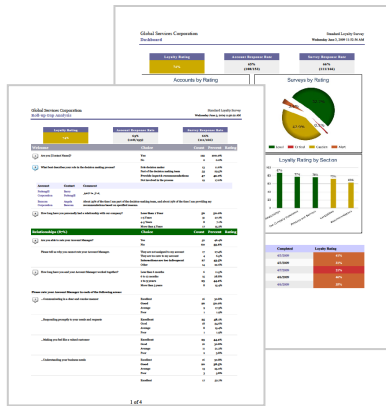
The CSP also looks at what your current and future employees believe is a high level of customer service, while at the same time showing where they align (or not) with the company’s perspective. We have a general industry version of this assessment as well as vertical specialties in hospitality, healthcare, financial services, and retail.



## Profiles **Loyalty Pro™** (PLP)

Profiles LoyaltyPro™ is a web-based customer loyalty surveying tool. Loyalty, as determined through the “voice of the customer,” is a leading indicator that predicts the “staying power” of an account.

Profiles LoyaltyPro™ offers companies a tool to gather ongoing, critical account intelligence that helps them assess the relationship between the buyer and the supplier, ultimately driving the action plan to improve customer service. Having insight into your customer’s perception of your relationship allows you to steer the strategic business efforts and initiatives of the account management teams to continually improve customer relationships and build a network of loyal customers.



# ***We Have Proven Expertise In . . .***

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## **Hiring the Right People**



## **Making Managers more Effective**



## **Predicting Performance**



## **Improving Productivity**



## **Leadership Development**



## **Increasing Sales**



## **Leadership Assessment, Alignment**





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We increase our partners **sales and profits** by addressing their **people related challenges**.

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