Dealing with Problems

Sometimes we are so busy with other things that we don't see (or don't want to see) a problem that is growing. When it explodes, it can catch us broadside. Has that ever happened to you? What do you do?











conversation







Assess the situation

Meet the difficult behavior head-on

Stay calm and objective



Be up-front Make it a two-way

Self-Assessment

Put yourself in

their place

Be flexible

No



Be tolerant

This assessment will help you to determine your preferences for involvement in dealing with diffi-

Questionnaire

cult people, and taking on those challenging conversations.

Yes

Instead of getting into an argument, I put off certain discussions.	
When someone doesn't deliver on a promise, I judge them more quickly than I should.	
Sometimes I bring up difficult subjects in a way that makes people defensive.	
Let's be honest: there are people I deal with who simply cannot be motivated.	
When someone is struggling, I tend to offer advice, even though they may just want to have someone listen to their ideas.	
When discussing problems, I sometimes get sidetracked and miss the actual problem.	
There are some people I simply cannot work with.	
Sometimes it's not them being difficult, it's me.	
I prefer to just jump in and have the conversation, rather than spending a lot of time planning for it.	
I know that I have to have these conversations, but I do not have to like them.	

4-6: You are not one to initiate those difficult conversations. You may want to use some of the methods for conflict management that we are going to discuss.

Scoring

■ 1-3: You're managing well and likely successful in dealing with difficult people.

Add up the number of times you answered "yes" and have a look at the explanations below. 7-10: You avoid difficult conversations. Try out some of the methods for conflict management that we are going to discuss. Consider getting a m<mark>entor who you can work with to b</mark>e more comfortable in managing conflict.

- 0: You ought to be teaching this course! Hopefully you'll find a few helpful gems to enrich your relationship
- Teams

To be effective team members there are a number of guidelines that should be followed.

information: and share Contribute your ideas and solutions, Utilize constructive feedback: Give don't sit waiting for someone to come and receive suggestions

In a workplace the actions of each individual affect the whole company. This is why it is very

up with the idea- they may not improvement in a positive environment.

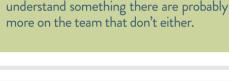


everyone thought exactly the same you could just assign one person to do the task and they would do it exactly the same as everyone else. This doesn't work. The team needs to

hear from everyone and the ideas and contributions of everyone should be

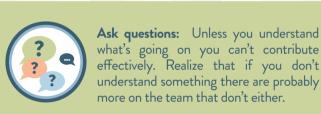
Recognize and respect differences in **others:** Diversity should be welcome. If

important to be a good team member.





Do your work: If you have been given a task within the team do it. You are responsible for your tasks just as other team members are responsible for



valued

Recognition



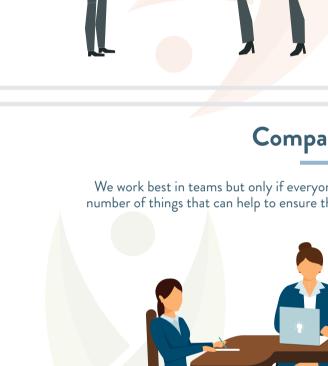
Have fun: Everything is done better if

you want to do it.

Recognition is an important motivator and can go a long way to creating a great work environment. The rewards do not have to be monetary - in fact money is usually fairly

that you are doing a good job.

low on the list of rewards when employees are surveyed. It can be as simple as an acknowledgement from a senior manager



Company as Team We work best in teams but only if everyone is working toward a common goal. There are a number of things that can help to ensure that the team is working effectively. These include:

Tolerance and acceptance

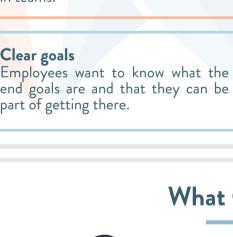
bers embrace this.

Creative environment

Teams need to be made up of a

diverse group of people to ensure all angles and possibilities are considered. It is important that team mem-

A fun, energetic environment can boost creativity and team effectiveness.



Engaged people

Collaboration

for the good of the team.

It is important that everyone is there

Working together and understanding each other's point of view is essential

What can we do on a personal level to help create or maintain a

Be organized (including your personal work

Regularly seek constructive feedback from



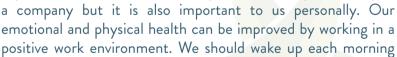
space) and use your time wisely.

colleagues.

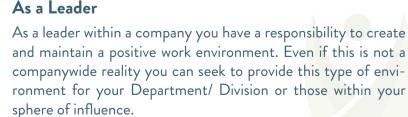
actively contributing.



What Can I Do?



Be a team player- actively communicating Be kind, optimistic and approachable-build with co-workers, fulfilling work requirements, a level of mutual trust and respect with completing assignments, ready to take on tasks, supporting co-workers, giving credit to Always be on time, ready and willing to work Understand and promote diversity - be open



Respect and trust Show employees they are valued. Allow employees to use their strengths most of the time rather than burden them with things they are not good at. Allow employees to do what you hired them to do - don't micromanage.

work.

Be a coach Explain how daily tasks feed into the team and result in accomplishing team goals.

Help employees to reach their goals by pointing out what they are doing well and

helping to improve other aspects of their

Try to work with the employee's schedule whenever possible. If they need to be doing else for the morning, and it somethin doesn't affect their deadlines and they have

a history of always making deadlines, just go Team build Do non-work things with your team. A morning of go-cart racing, providing a pizza lunch, having a monthly birthday cake for

employees are only a few of the team building activities you can do. Try to do this monthly or quarterly. Once a year won't

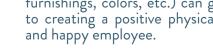
have the same effect.

Here are some things that can help you in that effort: Show your gratefulness

> and even the color of the walls or cubicle can make a difference in the employee's

outlook. Giving the employee input into what their work space looks like (even if it's to pick out items from a list of acceptable furnishings, colors, etc.) can go a long way to creating a positive physical work space and happy employee. Model the behavior you want to see Maintain professionalism, be clear about

Personal space, quality of lighting, furniture



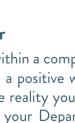
your expectations, keep employee issues private and confidential, don't tolerate infighting and treat all employees the same.





When employees are working hard and getting things done, a little gesture of gratitude can help. A gift card can go a long way to make someone feel appreciated and it is not that expensive. Provide for physical needs





training.