



Dealing with Difficult Techies

Managing difficult employees isn't easy. It wastes time, takes lots of energy, tends to cause problems and usually creates mounds of paperwork.

The good news is that if you handle the situation correctly, you may be able to dramatically improve their attitude, work quality, and general performance. On the other hand, if the person doesn't or can't improve, you may eventually have to remove them (with the help of HR of course).

This class is designed to help managers deal effectively with difficult staff members by first categorizing their problem type and then acting to correct the situation. Can easily be customized to fit your company HR policies.

Listed below are some of the topics covered in this class:

Seven types of difficult employees

- Defines a framework for categorizing different types of difficult employees
- The categorizations are Sleazy, Grumpy, Lazy, Brainy, Tardy, Dummy and Troubled

Types of difficult techies

- Does not document, likes scope creep, upset users
- The "lone techie", spaghetti coder, and others

Conceptual discipline framework

- Outlines an overall framework containing six levels of increasing disciplinary action
- Describes steps in the framework
- Steps begin with friendly constructive criticism and if needed, end in termination

Dealing with specific situations

- Discusses how managers should react when specific employee situations arise
- Provides a framework for warnings, disciplinary action and termination

Food for thought

- A good employee accidentally makes a big mistake. What do you do?
- You have a lazy employee who does the minimum to get by. How do you deal with it?