

*How to Manage Unacceptable Employee Behaviour* is a comprehensive guide to identifying, rectifying and managing negative behaviour in the workplace.

There can be many causes of unpleasant employee behaviour, such as a lack of communication, personality clashes, a lack of understanding or skills, or issues at home. This booklet will help you determine the cause of the behaviour, and provides practical, hands-on advice for correcting it. This booklet also contains important information to help you **learn the difference between coaching and counselling, understand the difference between performance and behaviour, read warning signs and red flags, conduct a skills gap analysis, clearly communicate expectations about employee behaviour, and successfully address behavioural issues.** With the information contained in these pages, you can successfully implement strategies to eradicate bad behaviours that can impact performance, and boost the overall morale in your workplace.

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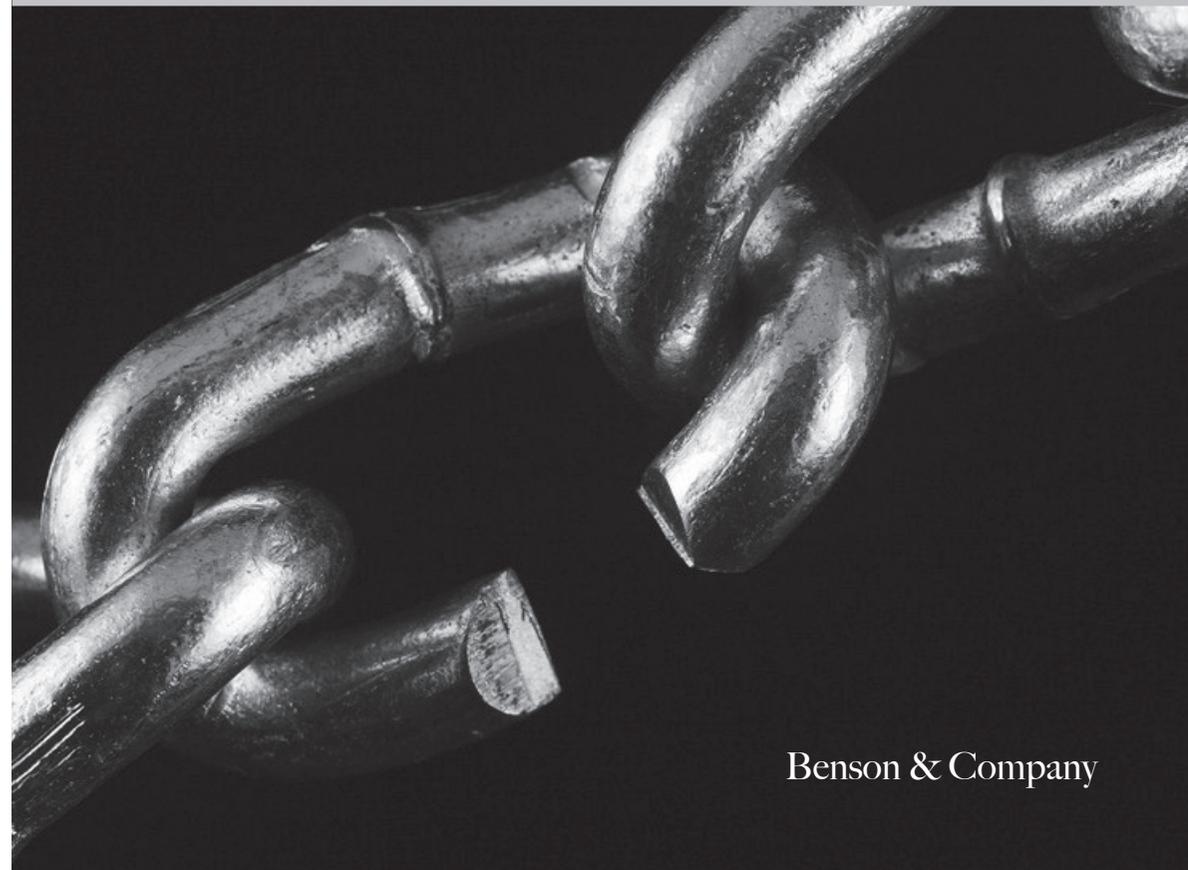


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# HOW TO MANAGE UNACCEPTABLE EMPLOYEE BEHAVIOUR

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**BEHAVIOUR**

12 PROVEN STRATEGIES  
FOR DEALING WITH DIFFICULT  
SITUATIONS IN THE WORKPLACE

How to Manage Unacceptable Employee Behaviour – 12 Proven Strategies for Dealing with Difficult Situations in the Workplace

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# INTRODUCTION

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Dealing with unacceptable or unwanted employee behaviour is an important, necessary part of successfully leading a team.

Issues of attitude, performance, communication and enthusiasm can negatively impact the entire workforce if not addressed. Ultimately, the responsibility of dealing with this behaviour falls to you as a leader, and it is important to do so sooner rather than later to avoid further issues potentially involving other members of staff. Other employees can see not addressing the behaviour as rewarding it, which can also negatively impact overall performance.

There can be many reasons an employee exhibits unwanted behaviour, and it is important to deal with them directly and individually to help rectify the situation. In this booklet, we provide insight into what causes unacceptable behaviour, as well as practical advice for dealing with it. You will learn about the correlation between comprehension and skills to behaviour, as well as that of behaviour to performance. You will also discover different methods of confronting and communicating

with problematic employees, as well as valuable advice to stop negativity and behavioural issues from spreading throughout the workplace.

The strategies outlined in this book can be applied to a number of situations and workplaces, so no matter the behaviour or expected outcome, you can find a solution that will help you rectify unwanted behaviour and get troublesome employees back on track.

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## STRATEGY 7

# HOW TO RECOGNISE A BREAKDOWN IN COMMUNICATION OR MISUNDERSTANDING

Unacceptable behaviour can sometimes arise as a result of a breakdown in communication, and one key way to combat this is to notice when such a breakdown is occurring.

Not understanding concepts or being confused about things such as deadlines or expectations can be a root cause of undesirable behaviours, and there are certain red flags that indicate an employee does not understand what is expected. By looking out for these indicators, you can take swift action to clarify expectations and reduce unwanted behaviours or uncooperative attitudes:

### WITHDRAWAL

The first and perhaps most obvious sign of a misunderstanding is a total breakdown in communication. When an employee stops communicating, it can be a signal that something is either not understood, or not agreed with. This can be anything from failing to respond to email exchanges, not speaking up in meetings, or even disassociating from coworkers. If you notice an employee is withdrawing, don't just chalk it up to a bad

attitude – schedule a meeting to discuss the behaviour and see if a lack of communication or understanding is to blame.

## POOR PERFORMANCE

When employees are submitting work that is sub-par or short of what is expected, or failing to submit work altogether, this could be an indication that they don't understand the parameters. Rather than assume the problem is related to laziness or attitude, again, bring them in to discuss their performance. If more than one employee is exhibiting similar behaviour, you may wish to have a team meeting to reinforce concepts, or arrange some additional support or training.

## LASHING OUT

Employees that do not understand, or feel there is a miscommunication, may become agitated and frustrated as a result. This can lead to snappy and ultimately counter-productive remarks that can undermine your intentions and expectations, and spread negativity among the group. When you notice an employee is lashing out at co-workers or has an increasingly short fuse, make the point to discuss the issue rather than ignore it. Never underestimate the value of face-to-face communication; many workplaces are reliant on phone-calls and emails, which can often cause needless gaps in

communication that disrupt workflow and cause other avoidable problems. Scheduling regular meetings and appraisals can help ensure accurate, consistent communication to prevent any gaps or misunderstandings.

*“The single biggest problem in communication is the illusion that it has taken place.”*

George Bernard Shaw

End of Sample

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