

# How to deal employee problems assignment

[Sociology](#)



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BUSTER**

Other staff members will notice if a co-worker isn't pulling his weight, and it can quickly have a detrimental effect on the morale of the entire workforce. Managers must identify the underperforming employees within their organization and deal with the behavior immediately. Step 1 Document the performance problems you observe. If the employee's performance issues were raised as a concern by someone else, verify the allegations are legitimate by reviewing his work product.

Research the employee's work history and performance reviews to determine if the problem is a new behavior or if the worker as underperformed throughout his employment. Step 2 Meet with the employee in a confidential location to discuss the problem. Present your documentation and ask him for his input. Some employees may already be aware of the issue, but others particularly those whose poor performance has been tolerated over time may not be aware there is an issue and will react defensively. step 3 Set clear expectations.

Inform the underperforming employee why you cannot tolerate his poor performance, and explain the impact his behavior has on the business as a whole. Provide a detailed plan for improvement, including review dates and citing the consequences if the employee fails to improve. Step 4 Offer training and other resources to assist the employee. For example, you might pair an underperforming employee with an experienced mentor, or provide him with a procedures manual to follow. Recognize and praise the employee when he performs at the appropriate level. Step 5 Follow up with the employee on a regular basis.

If his performance does not improve, or he fails to maintain the improvement over time, begin the process of progressive discipline. Warn the employee that continued failure to perform at the required level will result in discipline and may ultimately result in discharge from employment. First, understand what is expected of them. Second, understand in which areas they are not performing to the required standard. Third, is given appropriate training and support. Fourth, is given sufficient time to improve. Employee must be issued with appropriate written warnings and they have the rights to notice and representation.

Also, the best way to avoid having underperforming employees in your group or your hiring process and selection methodology. Sample Response: I identify the strengths, the areas of expertise, which each person brings to the task and I take my selection process and interviewing really seriously. However, the problem of having underperforming team members occasionally arise. My policy is to be open and upfront. I clearly define what is expected from every of my reports and how do I measure their performance.

If I see someone lagging behind, I am trying to understand the problem and propose the solution in form of training, coaching or work reassignment. I ensure that employee get fair amount of time to correct his or her actions and improve. If this doesn't work and I strongly feel that employee doesn't have room for improvement I do engage with our HR department to follow company procedure for managing underperforming personnel. Motivation Sample Answer " I use a variety of different methods to motivate staff.

When a project is about to start and I am delegating tasks, I supply some type of mild reward, such as ‘ I will treat you all to coffee once this is over. ‘ Once the project has started, I schedule weekly meetings where we go over checkpoints to ensure that the staff has reached their goals. I also try to create time sensitive team projects so that the staff is motivated to work harder in order to not let down their partners. Throughout the process I will also check in at random intervals to see if there are any questions or problems.

I do not blame staff for falling behind, and will help out where I can, but the random check-ins should do an adequate job keeping them active and working. Once the project is over, anyone that has performed above and beyond expectations I will report to the executives, and may even request that one of the executives acknowledge the staff member in person if they have time. I also treat the entire staff to coffee, as originally promised. ” This answer discusses how you motivate staff at all stages in the project, from birth to completion.

You should give an answer that explains all stages of the process similar to this answer, but add your own motivation techniques where applicable.

Management Style-I do not conform to a specific management style. I try to adjust my style of management to each situation, since part of my job is to assess both the best way to complete the project efficiently and the style of leadership that works best with current staff dynamics. ” Displaying Job Interview Questions 1-10 1 . What would you do if the work of a subordinate or team member was not up to expectations?

Sample excellent response: Luckily, I have quite a bit of previous team experience, and have faced this situation a few times in the past so let me tell you how I've learned to handle the issue. The member is honest communications talking with the person can lead to some surprising discoveries, such as the person not understanding the assigned tasks to being overwhelmed with the assignment. Once I discovered the problem, I could then forge a solution that usually solved the problem and allowed the work to move forward.

So often in situations like this, the problem is some combination of miscommunications and unrealistic expectations. . A co-worker tells you in confidence that she plans to call in sick while actually taking a week's vacation. What would you do and why? Sample excellent response: I would tell this co-worker that being dishonest to her boss, as well as her co-workers, is not wise, and being dishonest in her Job is wrong. I would say how we all want more vacation time, but we have to earn it and that taking this extra time hurts everyone in the department because the person's absence will affect productivity. contributed by Danielle S. ] 3. Describe how you would handle the situation if you met resistance when nroducing a new idea or policy to a team or work group. Sample excellent response: The best way to convince people is to be able to understand where they are coming from and address their questions and concerns about the new idea directly. It is also important to stay confident and believe in yourself because if you don't buy it, no one else will either. [contributed by Alexis] 4. What would you do if the priorities on a project you were working on changed suddenly?

Sample excellent response: I would notify everyone working on the project of the changes. I would then want to know why the priorities have changed, and if there is risk of them changing again in the future. I would then meet with everyone involved with a new strategy to address the new priorities.

[contributed by Andra] 5. How would you handle it if you believed strongly in a recommendation you made in a meeting, but most of your co-workers shot it down? Sample excellent response: I would continue to explain why the recommendation was good, giving concrete examples what the benefits of my recommendation could be.

Ultimately if my co-workers continue to resist my recommendation I would have to let it go and move on. [contributed by Alexis] 6. In a training session, you find that the trainer has a thick accent, and you can't understand what's being said. What would you do? Sample excellent response: Certainly not call the trainer out on it. I would try my best to understand what the trainer is saying, ask many questions to clarify any unclear parts about the session and compare notes with someone in the session afterwards.

This way I could make sure that I understand what was being explained and discussing it afterwards would help reinforce the things I learned in the session. [contributed by Alexis] Sample excellent response: 1 . How would the company benefit from this? . How does it relate to the company's values and beliefs? 3. What are the negative and positive impacts this decision has on the company? 8. What would you do if you realized at deadline time that a report you wrote for your boss or professor was not up to par?

Sample excellent response: Hopefully this would never happen to me since I always make sure to plan my time properly to ensure that my work is always done. If it ever did happen I would meet with my boss and explain the situation and request an extension. I would also evaluate my actions and identify what I did wrong to not complete my work and make sure that it did not happen again. [contributed by Andra] 9. How would you deal with a colleague at work with whom you seem to be unable to build a successful working relationship?

Sample excellent response: This situation would certainly be unique to me. Ever since I can remember, I've had a knack for finding something in everyone that then becomes common ground for a friendship and/or good working relationship. Certainly there are all types of people, some less motivated to work in teams or simply unhappy in their jobs, but we're all people when you strip away titles and such and it's at that base level in which I find connection that results in some degree of rapport even when few others can do so.

For example, in my senior year of college, I was placed onto a team that had one member that the rest of the team disliked. This team member was kind of an outcast, but I knew we needed this full commitment to make the project work. Even though I was not the team leader, I took it upon myself to forge a connection and discovered we had a mutual passion for horses. We did not end best friends or anything, but through our common interest, I was able to build enough rapport to connect and engage him as a key team member.

There is always something that bonds us all together it is Just harder to find with some people than with others. 10. You disagree with the way your supervisor says to handle a problem. What would you do? Sample excellent response: I would evaluate why I disagreed with my supervisor and come up with a different way that I think the situation should be handled. I would then sit down with my supervisor in private and discuss the problem with him and how I think it should have been addressed. [contributed by Andra]

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