

Performance management

[Business](#), [Management](#)



Plan to Inform, Educate and Train Managers Dealing with unwanted behavior in an organization can be a tedious task. It is worse when junior level managers do not possess the skills needed to handle the unwanted behavior. My plan on training of managers on how to deal with unwanted behavior in the organization would involve three steps. The first step would involve collecting information on major complaint of unwanted behavior that the managers have to deal with. The next step would be to call all the managers for a meeting and have a brainstorming session on how best to deal with the unwanted behavior. The last step would be to have them brainstorm on how to have good interpersonal relationships with employees which is likely to help in resolving unwanted behavior issues in the workplace. According to Janakiram and Vijay it is easier to solve problems when there is a positive interpersonal relationship between the management and staff members (p. 226).

Guidelines Used to Train the Managers

There are three guidelines that I would use to train the managers. They include developing of good interpersonal relationships with subordinates, developing a regular scheme for handling errant employees and communicating effectively. It is important to note that one of the most effective ways of handling employees with unwanted behavior is counseling (Janakiram and Vijay 227). Developing good interpersonal relationship between subordinates and managers would be possible if they received counseling. During counseling, people bond with each other which is one of the ways that motivate employees to feel connected to an organization. According to Carr and Nanni, smart managers usually know that it is

important to have a motivated workforce (p. 3). By making use of such contextual strategies, I will be in a better position to determine the behaviors that the management team should explicitly target and encourage among the employees.

The other guideline is to develop a regular scheme where it would be easy to handle errant employees. This would be made possible by issuing written, warning letters to employees who display unwanted behavior. Warning letters would be a good way for managers to document the disciplining measures that they have made to better their employees' behavior. If this technique does not work, issuing a final warning letter to employees who repeat the unwanted behavior continuously. Lastly, the other guideline I would use to train the managers would be to encourage them to communicate effectively between each other or between them and the employees. Good communication in an organization is the key to smooth operations (Carr and Nanni 52).

Disadvantages of the guidance provided from the text

The guidance provided by the text is adequate in educating managers on how to handle employees who display unwanted behavior. Based on my evaluation, the guidance provided in the classroom text does not have a disadvantage.

How to Monitor the Managers

Once the training is complete, the next important step would be to monitor and ensure that the managers are implementing their training effectively. I would make a schedule that would require the managers to have a meeting which would focus on any new developments that would be noted regarding

employee unwanted behavior. On page 235, Janakiram and Vijay, argue that meetings can be used to improve networking processes between members of the management team and solve problems future communication problems. This is true because as the senior level manager, it would be my duty to ensure that the junior level managers communicate effectively with each other. By enhancing the communication process between managers, I would also improve on the communication network between them and employees.

Work Cited

Carr, Lawrence, and Alfred Nanni. *Delivering Results: Managing What Matters*. Berlin: Springer Science & Business Media, 2009.

Janakiram, Bala, and Vijay Rao. *Management and Behavioral Processes*. New Delhi: Excel Books, 2010.