

## Handling Difficult Situations

Challenging or difficult behaviors can undermine your efforts to motivate and manage. You cannot change someone's personality and if their attitude or manner is not adversely affecting workflow, you pretty much have to live with them and their quirks. Some people are lone wolves who just want to do their work, collect their salary and go home. However, when workflow is affected, you need to take action.

Listed below are common workplace behavior problems with suggestions for handling each one.

	<b>How to recognize</b>	<b>How to handle</b>
<b>Laziness</b>	Never arrives early or stays late, never volunteers, does minimum to get by	Set the bar higher, provide challenging and interesting assignments, encourage them to use their strengths more
<b>Gossiping</b>	Socializes a lot, whispers and quickly stops when you approach, source of rumors	Keep them busy with more work, ask them what they are discussing, reinforce work rules and hours
<b>Constant complaining</b>	Pessimistic, critical, uses negative language, blames	Ask them for suggestions on how to make things better, ask for specific examples that support the negativity
<b>Defensive</b>	Readiness to blame others, has excuses for him/herself	Solicit their input, encourage their suggestions and praise them when appropriate
<b>Impulsive</b>	Decides quickly, acts without thought, gets bored, jumps from task to task without completion	Support their enthusiasm and drive but harness it and focus it on productive activities, teach them how to say "no"