

Action plans



Managing a challenging member of staff

Left unaddressed, challenging or disruptive members of staff can start to have a big impact on business culture, atmosphere and performance. Getting to the heart of the underlying emotion is of upmost importance and, more often than not, can lead to quick and impactful improvement.

- **Effort:** Medium
- **Impact:** Medium

How will I know if my Action Plan is working?

Carrying out a staff satisfaction survey will indicate whether your Action Plan is working.

Actions:

Spend some time learning about how other businesses have gone about managing challenging members of staff

- **Impact:** Low
- **Suggested duration:** 3 days
- **Why this will help:** Learning from the experiences and lessons of fellow business leaders is the best way to direct your own improvement efforts.

Set up a one-to-one conversation with the member of staff in question to find out what is behind their challenging behaviour

- **Impact:** High
- **Suggested duration:** 7 days
- **Why this will help:** Talking to a difficult or frustrated employee will reveal potential causes and help you both plan for a better future. Quite often their underlying problem will stem from not feeling listened to, so this is a great place to start.

Set up conversations with other involved parties (line managers, etc) to get a balanced set of evidence

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Getting feedback from both sides will make sure your response is balanced and fully representative of what has happened so far. It will also help ensure a line manager feels like they have a bit of ownership over what will come next.

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Identify the root cause behind the challenging behaviour and establish a step-by-step process for improving the situation

- **Impact:** High
- **Suggested duration:** 21 days
- **Why this will help:** Dealing with difficult employees is an unfortunate part of business, so it's best to be prepared. Having a plan laid out will ensure everyone knows what has been agreed, what will come next and what a good resolution looks like.

Establish a monthly review process to track the effectiveness of the improvement process

- **Impact:** Medium
- **Suggested duration:** 28 days
- **Why this will help:** Once a plan is in place it's important to review progress to ensure what was agreed at the start still makes sense and that all those involved are still engaged with bringing about a positive resolution.