

THE 5 STEP PROCESS FOR HAVING DIFFICULT CONVERSATIONS WITH EMPLOYEES

By Profitable Tradie



Leadership Tips for Dealing with Difficult Employees

- Remain calm and AVOID addressing issues when you (or an employee) is in an angry state. Anger stops our brains working properly and we often say things that later on we wish we'd said another way.
- Have specific examples of the behavior issues you are wanting to discuss rather than making general statements.
- Listen carefully and let the employee have their say.
- Have copies of your Rules of the Game, Values, and Key Performance indicators with you to refer to during the conversation.
- Focus on the employee's behavior and avoid making personal attacks.
- Get other team member's perspective on the issue(s) so you have a good understanding of the situation.
- If the discussion gets heated or difficult take a couple of deep breaths or suggest that everyone takes a few minutes to get calm before continuing.
- Procrastinating and avoid difficult conversations with employees is not an option. You will damage your customer's experience, the rest of your teams respect for you as a leader and create more stress for yourself. Be brave! Follow this easy 5 step process.



TONY FRASER-JONES

PROFITABLE TRADIE | CEO

Tony Fraser-Jones

www.profitabletradie.com

The 5 Steps

STEP 1 CONSENT & PRE-FRAME OFFICIAL TALK

SCRIPT: “Hey [NAME],
I’d like to have a quick chat to review something this afternoon at TIME.
Is that ok?”

TIP: Avoid the “can I have a chat with you now” so the employee isn’t point on the spot.

STEP 2 EMPLOYEE APPRECIATION

SCRIPT: “Hey NAME, You’ve been working with us for XX weeks/ months,
and I really appreciate how you...
I love seeing when you... / I feel really happy.../ proud when I see you...”

TIP: Positive reinforcement of desired behavior to create a positive atmosphere.

STEP 3 REVIEW ISSUE WITH CURIOSITY

SCRIPT: “The other day, when you/we were PLACE/ SITUATION
I saw you...
I heard you say...
I came in afterwards and found that...
I’m curious to find out what’s happened here?”

TIP: Take a curious approach without blame to understand the situation from the employees’ point of view.

STEP 4 REMIND VALUES

SCRIPT: “Ok. Great. Thanks for clarifying.

Our business values (or Rules of the Game) are X, Y, Z.

Do you think that this example shows this value?

What do you think could be a better way to handle this in future?

What other ways could you think of that could show this value in other situations?”

TIP: Refer the employee back to the Rules of the Game that they agreed to uphold and ask them to reflect on how they can do better next time. If the employee struggles to understand their behavior and how it fits with your values, you may need to explain the expectations again.

STEP 5 EXPLICITLY ASK FOR BUY IN

SCRIPT: “Can you do this?

Do you need any help, training or support from me to do this?

Can I count on you for this in the future?

And can you let me know if anything gets in the way of you living up to this in future?

Thanks so much. Really excited to lift our game overall.

Thanks for being such a great team player.”

TIP: Frame the behavior required in the future and get agreement from the employee. The magic happens when you ask “Can I Count on you for this in the future?”

This Guide is Great...

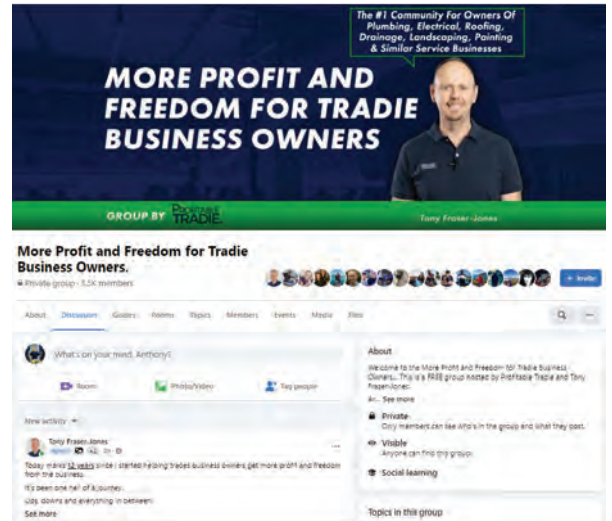
How Do I Improve My Business Better?

1

Join our free Facebook group, 'More Profit and Freedom for Tradie Business Owners'

This group has been set up to help people like you connect with others on the same journey.

Ask for a hand - submit a question to get suggestions or advice from other members, including the Profitable Tradie coaching team



Join now

2

Jump on a strategy session with one of our business coaches

Register now for a **FREE 15-minute call** with one of our coaches to figure out what you need to do right now, we'll provide with clarity and direction in your business

Book now

