



101 Tough Conversations to Have with Employees: A Manager's Guide to Addressing Performance, Conduct, and Discipline Challenges

Paul Falcone

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Inappropriate attire, lateness, sexually offensive behavior, productivity and communication issues . . . these are just a few of the uncomfortable topics you may have to discuss with your employees. 101 Tough Conversations to Have with Employees provides you with proven guidance and realistic sample dialogues you can use to facilitate clear, direct interactions with your people, helping to sidestep potential awkwardness and meet issues head on.

This solution oriented book walks you through some of the most common—as well as the most serious—employee problems you’re ever likely to encounter. Covering everything from substandard performance reviews to personal hygiene to termination meetings, this handy guide helps you treat your people with dignity, focusing not just on what to say but also on how to say it. This helpful guide provides down to earth techniques you can use to protect yourself and your organization—and get the very best from your people.

Praise for Paul Falcone's Previous Books:

101 Sample Write-Ups for Documenting Employee Performance Problems:

“When you feel the need to document an employee’s actions (or inactions), turn to this great tool.”— Legal Management

96 Great Interview Questions to Ask Before You Hire:

“Takes the guesswork out of the interview process.” — Benefits and Compensation Solutions

The Hiring and Firing Question and Answer Book:

“If the art and science of hiring and firing has become a puzzle, then author Paul Falcone has the answer.” — Houston Business Journal

Paul Falcone is Vice President of Employee Relations at Time Warner Cable in Los Angeles and was formerly Vice President of Human Resources at Nickelodeon. He is the author of 2600 Phrases for Effective Performance Reviews, 101 Sample Write-Ups for Documenting Employee Performance Problems, 96 Great Interview Questions to Ask Before You Hire, and The Hiring and Firing Question and Answer Book. He lives in Valencia, California.

101 Tough Conversations to Have with Employees: A Manager's Guide to Addressing Performance, Conduct, and Discipline Challenges Details

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From Reader Review 101 Tough Conversations to Have with Employees: A Manager's Guide to Addressing Performance, Conduct, and Discipline Challenges for online ebook

Peter says

Not sure if this is supposed to be a cover to cover read, but I found a lot of insight in all of these conversations. It has a lot of different scenarios ranging from how to approach an employee who has bad breath to how to deal with a disgruntled employee who makes threats and brings live ammo into the workplace. I will be referencing this book in the future and it is highly recommended for anyone who works in management.

Jenny says

Great resource for managers. Wouldn't recommend as a cover to cover read, but rather an as needed resource tool.

Lexi says

After referencing this book on multiple occasions since I first got it, I felt I needed to update my rating. Not that I have difficult employees, mind you, but this book has been incredibly helpful with my own journey to being a more proactive, and fair supervisor. I have recommended this book, or at least different passages, to several peers and mentors in just a few short weeks.

Ben says

An absolutely invaluable resource for managers. Provides guidance on everything from bad breath to violence in the workplace. You have to be careful about using the exact wording that the author does (as the title implies, he actually delineates scripts for handling employee situations). For example, he has a tendency to add a lot of off-color jokes that I think would make awkward situations even more uncomfortable.

Therefore, it is important to look at the general spirit of his suggestions, rather than the specific wording. This book teaches the importance of directly but sensitively confronting all issues, even those that are uncomfortable to address. It helps managers to frame these uncomfortable topics in terms of how they are affecting the work environment, which is effective at preserving employee dignity, and reducing defensive or indignant responses. Finally, it is exceedingly helpful in tweaking the tone of the conversation based on the severity of the issue (e.g. if asking an employee to rectify a bad hair day, you would just ask her to fix it, without threatening any disciplinary action. On the other hand, confronting an employee who is actively peddling his religion to his subordinates needs to be given a strict ultimatum).

Managers of the world unite! Read this book! Refer to it always! Apply it to your daily work!

Robert says

Good book.

Kristin Brown says

Unbelievably useful for anyone in a supervisory role.

Monique says

A helpful reference book for insights to how to approach employee behaviour conversations. The best piece of advice is to do something in a timely fashion rather than assuming the issue will resolve itself. I did find it was more corporate than I'd like (a bit more handholding and "parenting" style approach than I'm comfortable with).

Maggie says

This is an excellent book to help you figure out how you're going to handle and speak to an employee about anything from grey to black and white issues. You have to read it with some common sense. All of his scripts start off with a disclaimer to the employee, "I'm not accusing you of anything, but...". That's a terrible idea. Take all disclaimers out, cut to the chase, and treat employees like adults that don't want a long intro. They just want to know what the issue is so they can respond and get to a solution. Also, some of the jokes and phrases are so painful. When you're reading this book, just think how you would like to be spoken to, and then cut all the other b.s. out from what he says. Again, this is a great book to get you thinking about what needs to be covered so you can develop a professional script. It also covers some basic employment law concepts in a very digestible way. I plan on reading more of his books.
