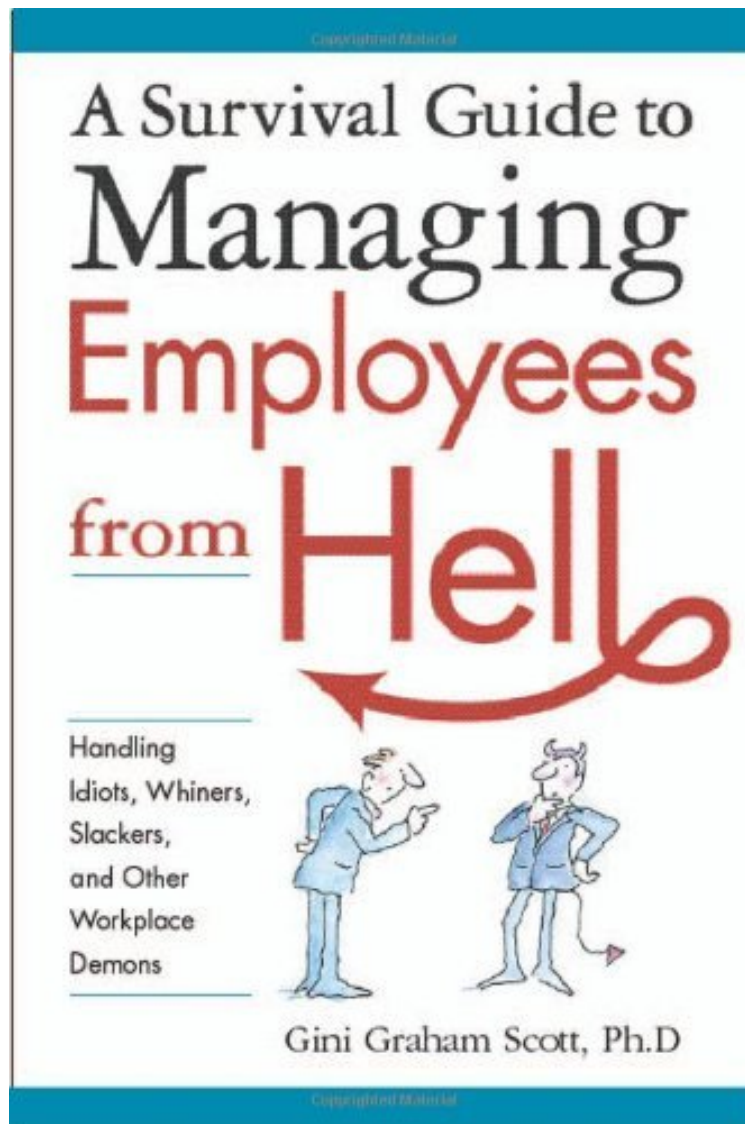


(Free) A Survival Guide to Managing Employees from Hell: Handling Idiots, Whiners, Slackers, and Other Workplace Demons

A Survival Guide to Managing Employees from Hell: Handling Idiots, Whiners, Slackers, and Other Workplace Demons

Gini Graham Scott Ph.D.

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Gini Graham Scott Ph.D. : A Survival Guide to Managing Employees from Hell: Handling Idiots, Whiners, Slackers, and Other Workplace Demons before purchasing it in order to gauge whether or not it would be worth my time, and all praised A Survival Guide to Managing Employees from Hell: Handling Idiots, Whiners, Slackers, and Other Workplace Demons:

10 of 11 people found the following review helpful. A common-sense approach to the difficult employeeBy Jonathan

Groner We have all known the "employee from hell" in all of his or her guises: the complainer, the egomaniac, the troublemaker, the passive-aggressive type, the clever con artist, and many more. In this plain-spoken book, management consultant Gini Graham Scott categorizes bad employees into some three dozen pigeonholes (like the "impossible intern," the "negative Nelly," and the out-and-out liar) and assigns each a brief chapter that opens with a succinct case study. In each setting, Scott asks the same question: Did the boss handle the situation well? Should she have fired the employee on the spot, put him on probation, called a staff meeting, had a one-on-one conversation with the troublesome employee, let the whole thing go, or done something else entirely? Scott's advice springs largely from common sense. She acknowledges that there isn't just one way to handle a difficult worker. A good deal depends on the office atmosphere, the employee's and boss's personalities, and other intangibles. In discussing a saleswoman who gives so much attention to the first customer of the day that she neglects her duties to other customers, Scott suggests a variety of steps: giving the worker one more chance, explaining that she will be fired if she doesn't change, clarifying where she has gone wrong, asking another employee to monitor her behavior, and rewarding her with small bonuses if her performance improves. Of course, some problematic behavior - drug use on the job, stealing from the employer, a pattern of lying -- can't be tolerated, and Scott urges that supervisors should fire people who do those things, even if the employee is a friend, or the friend of a friend. Still, there are a number of ways to dismiss someone, and Scott insists that even a fireable employee should be shown the door graciously. 0 of 0 people found the following review helpful. Four Stars By Customerty1 of 1 people found the following review helpful. Basic By Danielle L. Eaton The information in the book is very basic. There weren't many points made that were eye opening or changed the way I would have already approached the situation.

All managers get saddled with ""problem"" employees from time to time; what sets great managers apart is how they deal with them. Drawing from real-life stories, this helpful and humorous guide provides readers with practical advice for handling a wide range of difficult types, including: * The Impossible ""I""s: Incompetents, Idiots, and Imbeciles -- clueless employees who simply don't know what they're doing * The Bull in the Office China Shop -- the frequently angry worker ready to confront anyone and everyone * The Party-Time Performer -- the employee who, although great with people, constantly turns work-time into fun-time * I've Got a Problem -- employees whose work is compromised by any of a range of personal demons, from drug and alcohol problems to emotional issues From whiners and wastrels to the needy and nefarious, this book gives readers the tools they need to handle any type of difficult employee.

About the Author Gini Graham Scott, Ph.D. (Oakland, CA) is the founder and director of Changemakers and Creative Communications Research. She is the author of 35 books, including A Survival Guide for Working with Bad Bosses and A Survival Guide for Working with Humans. She wrote the "Work it Right!" column for the Oakland Tribune.