Effectively Managing Troublesome Employees

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How can managers effectively deal with difficult and troublesome employee behaviors in order to enhance productivity and employee morale? The authors answer this question by discussing an array of common disruptive behaviors. These include insubordination, theft, substance abuse, absenteeism, interpersonal conduct, horseplay, assault, fighting, smoking, gambling, sleeping, and appearance problems. The authors present the major principles managers need to follow when taking disciplinary action, describe several broad areas of empolyment law, and lay out the steps a manager should follow when using a progressive penalty system.

When discussing each topic, the authors provide managers with essential background information as well as relevant court cases and arbitrator decisions. They give examples of actual company policies and spell out specific recommendations and steps to follow when confronted with disruptive behavior. This blend of information will allow managers in a variety of work settings to solve behavior problems and avoid the pitfalls often associated with taking disciplinary actions.

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