Negative Staff

Do you have a staffer who is always complaining about something? Always griping and groaning no matter what you ask them to do? It's enough to drive you up a wall. Plus, it can affect the morale of the rest of your staff.

You may daydream of just kicking this person out of your department. But, of course, you can't react that way.

>>WHAT TO DO=> You need to find out the reason for the negative behavior, which is really just a symptom of the actual problem. Then, you can better assess options to solve it, which typically means improving the work environment.

Negative behavior often stems from feeling anxious, overwhelmed, frustrated, or burned out. Find out what's going on—ask staffers about their concerns about their jobs and the problems they're having. It may just be that a simple change has to be made.

Managing negative employees is not easy. You'll find that you may need to bone up on your skills in coaching and counseling, disciplinary methods, team-building, conflict management, decision-making and problem-solving. But managers need to recognize negative behavior and manage it before it grows out of control. Otherwise, it can lead to poor morale, decreased productivity and quality, and increased turnover.

*Adapted from “Accounts Payable 360 Daily e-Alert” - AP Publications and New Media,
http://www.iomonline.org/about*