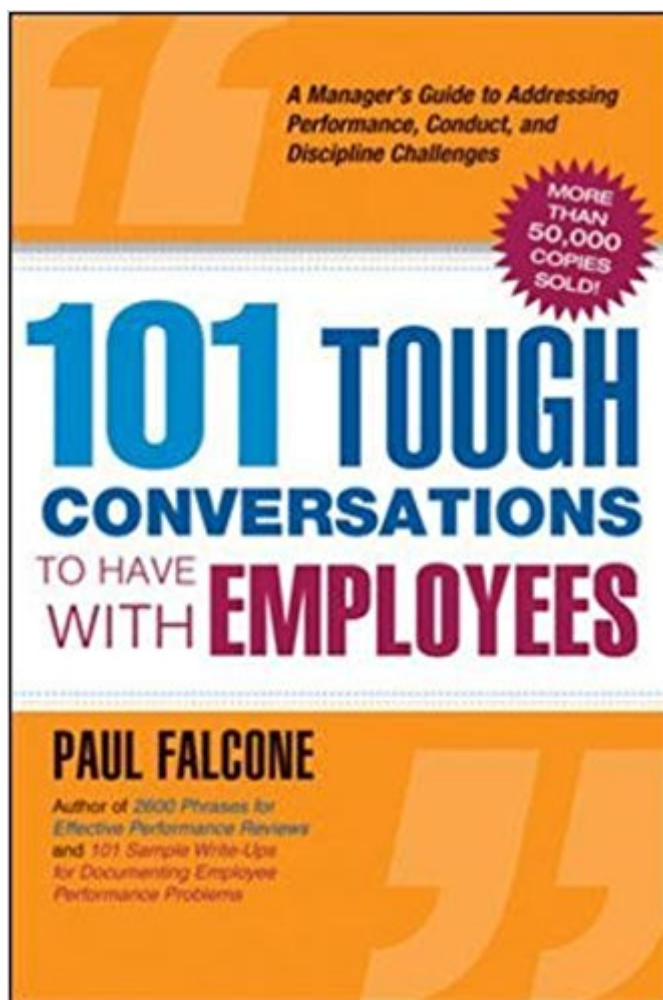


The book was found

101 Tough Conversations To Have With Employees: A Manager's Guide To Addressing Performance, Conduct, And Discipline Challenges



Synopsis

Inappropriate attire, lateness, sexually offensive behavior, not to mention productivity and communication issues ... these are just a few of the uncomfortable topics bosses must sometimes discuss with their employees. 101 Tough Conversations to Have with Employees offers realistic sample dialogues managers can use to facilitate clear, direct interactions with their employees, helping them sidestep potential awkwardness and meet issues head-on. This practical, solution-oriented book walks readers through some of the most common--as well as the most serious--employee problems they are likely to encounter. Covering everything from substandard performance reviews to personal hygiene to termination meetings, this handy guide helps managers treat their people with dignity, focusing not just on what to say but also on how to say it. This helpful book provides proven techniques managers can use to protect themselves and their organizations...and get the very best from their people.

Book Information

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Customer Reviews

"...the advice in this book is invaluable. It deserves a prominent place in the office of anyone who is responsible for managing others." --Pittsburgh Post-Gazette

“This book is an excellent reference for managers who are dealing with difficult situations and are faced with having tough conversations with employees. There are many lessons that both novice and expert leaders can learn from the topics discussed, which cover everything from inappropriate dress to employee theft.”

•AORN Journal

Inappropriate attire, lateness, sexually offensive behavior, not to mention productivity and communication issues ... these are just a few of the uncomfortable topics bosses must sometimes discuss with their employees. 101 Tough Conversations to Have with Employees offers realistic sample dialogues managers can use to facilitate clear, direct interactions with their employees, helping them sidestep potential awkwardness and meet issues head-on. This practical, solution-oriented book walks readers through some of the most common as well as the most serious employee problems they are likely to encounter. Covering everything from substandard performance reviews to personal hygiene to termination meetings, this handy guide helps managers treat their people with dignity, focusing not just on what to say but also on how to say it. This helpful book provides proven techniques managers can use to protect themselves and their organizations...and get the very best from their people.

Great book for those tough and many times awkward conversations. Being honest and forthright with employees is the way to go and this book helps you discuss everything from body odor to attendance issues with tact and candor. The concrete examples are the best feature of the book. Saying that one should discuss things in this manner or that is much less effective than hearing the actual manager's side of the conversation being played out. As a new manager last year I have gone back and referenced this book more than any other management book I've read!

Good information.

Great book for first time managers/leaders. It gives you examples for every situation you may encounter in the work setting. I highly recommend.

Good book for brand new supervisors who have to deal with difficult employees. This book provides play acting conversations, as well as useful information on how to document for disciplinary problems.

Easy to read & you can quickly find what you are looking for when those uncomfortable situations occur in the office place. When you are at a loss for words, this will give you exactly what to say (if needed) to help frame your response.

hard book for hard conversations!

Everyone at work borrows this. It's hard to keep track of it. A very useful book for first line supervisors.

I am an HR professional and own other books by Falcone. I bought this one to see what Falcone had to offer on this topic. I am now recommending it to the managers I support - both the new ones and the seasoned ones. It covers common scenarios faced by management on a daily basis and provides very realistic conversations that can be immediately emulated on the job. It was SO worth the very reasonable price paid!

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