

Managing Employees in a Small Workplace

- Why is this more difficult?
 - We have closer relationships with our employees and co-workers.
 - We know their families and what is going on in their lives.
 - We have more sympathy for their situations.
 - We feel more pressure to be liked because it may feel like they are our only friend and ally.
 - There is a higher degree of interpersonal stress when you are with someone all the time in a small space.
 - There is less of a command structure and therefore less respect for authority.
 - We have to deal with previous conceptions of people that we may have known all our lives.
 - It is harder to communicate because we might not see each other often.
 - There are probably not enough hours in the day to do all the things we need to do much less manage employees.
- Having the Tough Conversations
 - Understand your position and own it
 - Your success or failure in managing employees depends on one thing - YOU
 - Coaching-stop a problem before it starts
 - Have regular planned conversations
 - Check in often and be visible
 - Deal with it now
 - Be consistent
 - Have conversations, not conflicts
 - The Conversation
 - State the reason you are having the conversation
 - Use I statements and be specific
 - Describe what you know about the situation
 - Only address the current problem
 - Talk about the impact of their behavior
 - Ask for and listen to their response
 - Repeat their position to verify understanding
 - Collaborate to find a solution
 - Follow up
 - Get to the bottom of it
 - Reasons for unacceptable behavior
 - Don't know what to do or why
 - Don't have the resources
 - Don't know how to do it
 - Barriers to performance
 - Don't want to do it
 - Recognize when enough is enough and don't be afraid to deal with it
- Create a work culture

- Positive
 - Command structure
 - Expectations
- Communication
 - E-mail is great but not the only solution
 - Find new strategies that work for you