**How To Deal with Difficult Employees**

1. **What is the problem?**
2. **How long has the problem been occurring?**
3. **Was the employee ever able to do the work as required?**

No, it’s been this way since she started

1. **What has changed if anything? If yes, what changed, when and what can be done to reverse it? Will addressing this solve the problem?**

Nothing has changed, it was this way since she started

1. **What has been done to address the issue?**

I spoke with her and emailed her several times. There was a little improvement but not enough to say it was resolved

1. **What has not been done that can be done to address the issue?**

Put an agreement in writing and set a follow-up date to review

1. **Does the employee have all the tools and support required to do the work as required?**

Yes

1. If answered no in question 5, what tools and support is needed for the employee to do the work as required? Write down a list of resources to provide the employee and when it should be delivered. See if this solves the problem. First make sure that the employee understands what you expect from them and set a time to deliver the resources and to check if the problem is solved.
2. **Has the provision of tools and support resolved the issue? IF yes great, if no go to next question.**
3. **Could the employee do perform the task or fix the problem if her life depended on it?**
4. **If yes, then go back to the previous steps and make sure they are being applied. If you cannot find the cause and solution for the problem, you either need to live with it or replace the employee.**