



Perfect Solutions for Difficult Employee Situations

Sid Kemp

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Practical methods for solving messy problems in the office

From underperformance to office romances to interpersonal conflicts, *Perfect Solutions for Difficult Employee Situations* gives you effective techniques for solving 401 sticky employee situations. Drawing on top psychological and management methods to help you avoid problems--and prepare for you when they do arise--this survival guide features "perfect phrases" for responding to difficult or uncomfortable situations and treating employees with sensitivity and concern.

Addressing hot-button topics such as fairness, poor performance, diversity, sex, anger, and inappropriate behavior, each chapter features a script for the solution and extra advice for such challenges as:

- Handling a crisis in an employee's life
- Negotiating salary and announcing pay cuts
- Managing personal problems, from body odor to personal calls
- Responding to accusations of sexual harrassment
- Addressing generational problems
- Enlisting expert assistance

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