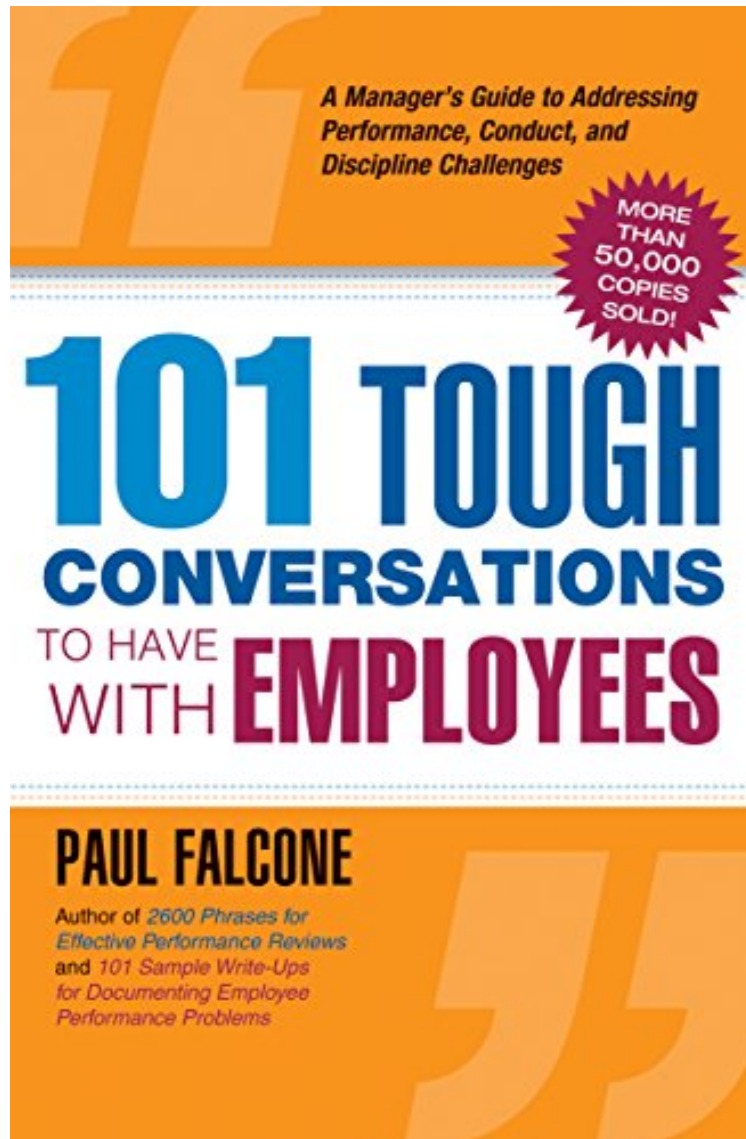


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101 Tough Conversations to Have with Employees: A Manager's Guide to Addressing Performance, Conduct, and Discipline Challenges

Paul FALCONE

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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.

"...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
From the Back Cover
Inappropriate attire, lateness, sexually offensive behavior, productivity and communication issues . . . these are just a few of the uncomfortable topics you may have to discuss with your employees. 101 Tough Conversations to Have with Employees provides you with proven guidance and realistic sample dialogues you can use to facilitate clear, direct interactions with your people, helping to sidestep potential awkwardness and meet issues head on. This solution oriented book walks you through some of the most common—as well as the most serious—employee problems you're ever likely to encounter. Covering everything from substandard performance reviews to personal hygiene to termination meetings, this handy guide helps you treat your people with dignity, focusing not just on what to say but also on how to say it. This helpful guide provides down to earth techniques you can use to protect yourself and your organization—and get the very best from your people.
Praise for Paul Falcone's Previous Books:
101 Sample Write-Ups for Documenting Employee Performance Problems: "When you feel the need to document an employee's actions (or inactions), turn to this great tool."
—Legal Management
96 Great Interview Questions to Ask Before You Hire: "Takes the guesswork out of the interview process."
—Benefits and Compensation Solutions
The Hiring and Firing Question and Answer Book: "If the art and science of hiring and firing has become a puzzle, then author Paul Falcone has the answer."
—Houston Business Journal
Paul Falcone is Vice President of Employee Relations at Time Warner Cable in Los Angeles and was formerly Vice President of Human Resources at Nickelodeon. He is the author of 2600 Phrases for Effective Performance, 101 Sample Write-Ups for Documenting Employee Performance Problems, 96 Great Interview Questions to Ask Before You Hire, and The Hiring and Firing Question and Answer Book. He lives in Valencia, California.
About the Author
Paul Falcone is a leadership human resources consultant in Southern California and has held senior-level HR executive positions with Nickelodeon, Paramount Pictures, and Time Warner. He is the author of several best-selling books, including 2600 Phrases for Effective Performance, 2600 Phrases for Setting Effective Performance Goals, 101 Sample Write-Ups for Documenting Employee Performance Problems, 101 Tough Conversations to Have with Employees, and 96 Great Interview Questions to Ask Before You Hire, and. Paul's consulting practice focuses on effective hiring, performance management, leadership development, and strengthening the muscle of a company's frontline leadership team. He is a long-term contributor to HR Magazine. Visit him at www.PaulFalconeHR.com.