
Bad Behavior, People Problems and Sticky Situations

A Toolbook for Managers and Team Leaders

By Gregg Ward

CONTENTS

Introduction	3
Primer 1: <i>Bad Behavior, People Problems and Sticky Situations...defined</i>	7
Primer 2: <i>What Do They Want?</i>	17
Flexibility	18
Acknowledgment	20
Clear expectations	21
Trust	22
Mistakes	23
Primer 3: <i>Diversity Justified</i>	25
What is diversity?	26
Leveraging diversity	28
The End State Statement	31
That personality thing	36
Primer 4: <i>Harassment in a Nutshell</i>	39
Where are we now?	41
The list	42
The manager's responsibilities	47
Zero Tolerance vs. Two Strike Rule	49
Standard of expected behavior	50

CONTENTS, continued...

Primer 5:	<i>Leadership</i>	53
	Emotional Intelligence	54
	Mentoring	56
	Testing yourself on leadership	57
	“The Private Interview”	63
	Scoring	64
Tools		67
Bad Behavior Case Studies, Solutions		85
People Problems Case Studies, Solutions		94
Sticky Situations Case Studies, Solutions		101
Index		111
Resources, References, Chapter Notes		115
List of Key Concepts and Best Practices		116
Ordering Additional Copies		
About the Author		