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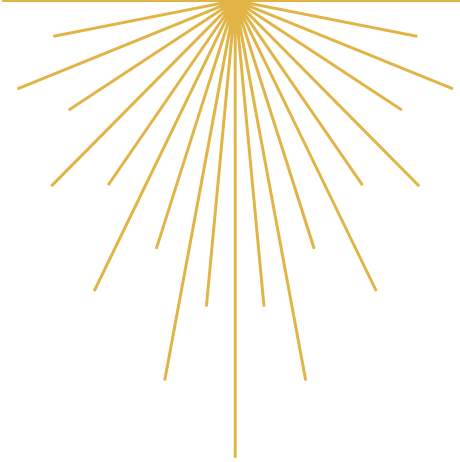


July 2025

# When Tension Builds with and among Employees How to navigate Difficult Employees and Resolve Conflicts

## Agenda





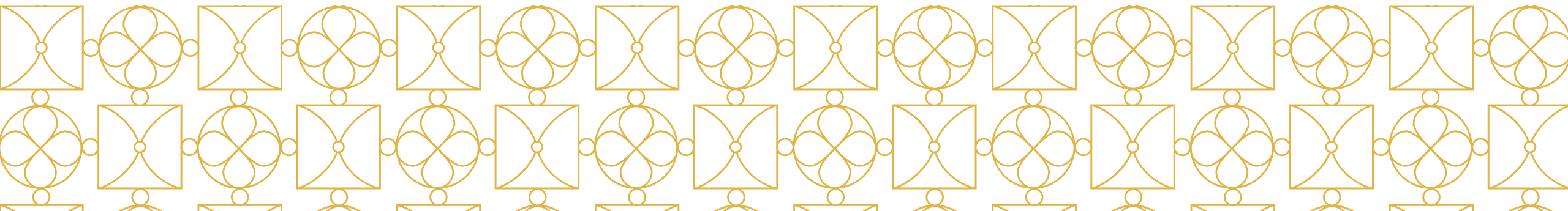
HR Training Series: Difficult Employees and Conflict

# Difficult Employees



## HR Training Series: Difficult Employees and Conflict

**What makes a person or  
situation difficult?**



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**Do Not Ignore The Problem**



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# Steps to Navigate a Difficult Employee

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# Navigating a Difficult Employee

## Preparing for Conversation

- Be timely
- Sketch out what you plan to say and questions to ask
- Research policy (if applicable)
- Think about your end goal



It's brutally important to watch what you say

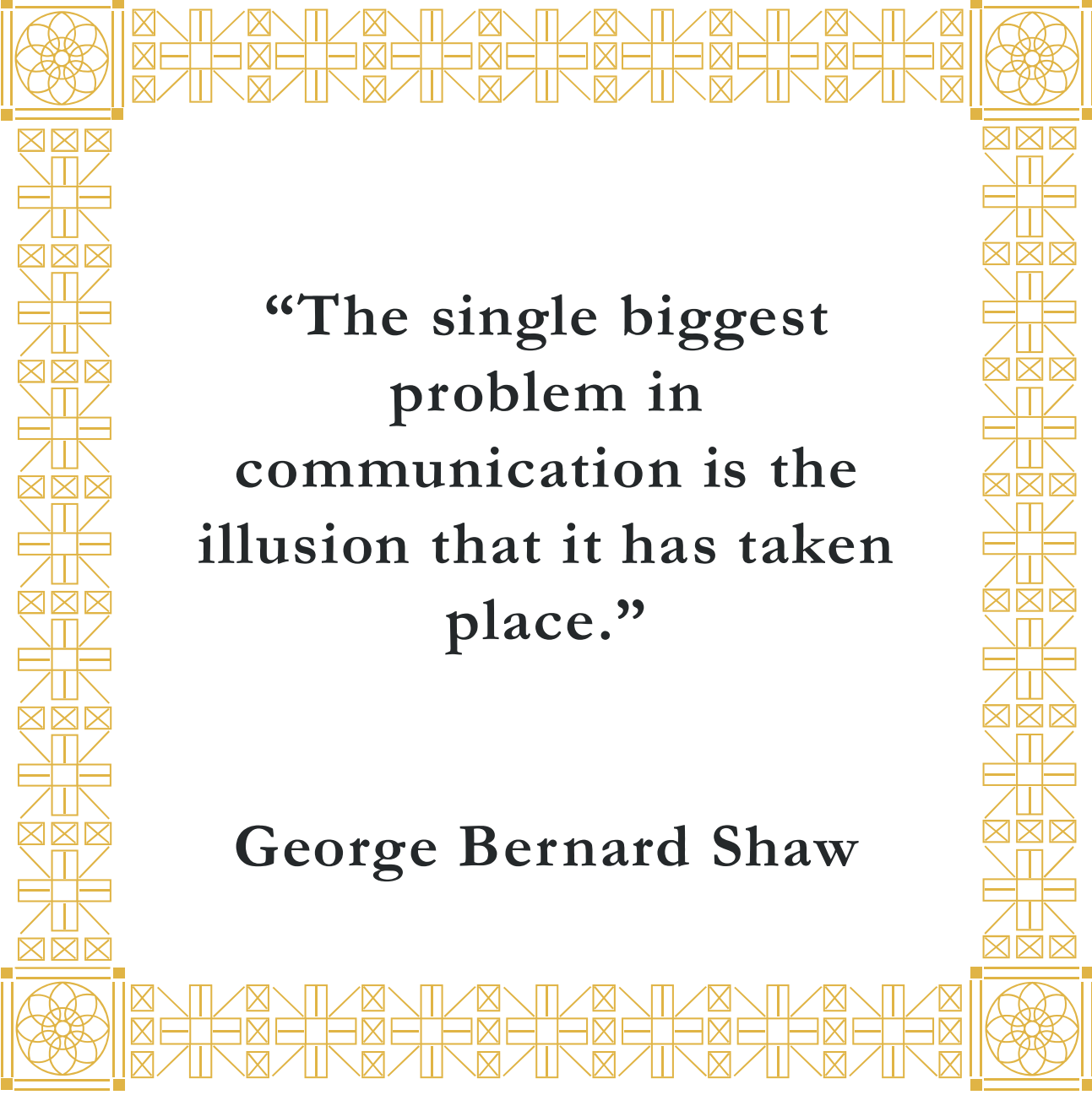


# Navigating a Difficult Employee

## Holding conversation

- Stay calm and focused
- Announce that this may be a tough conversation
- Be direct
- Ask questions to find collaborative solutions
- Offer resources or suggestions as appropriate
- Deliver clear expectations





**“The single biggest  
problem in  
communication is the  
illusion that it has taken  
place.”**

**George Bernard Shaw**

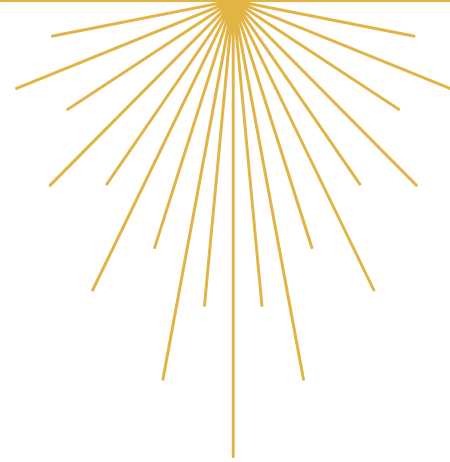


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# Navigating a Difficult Employee

## Follow up

- Check in often
- Provide encouragement or feedback
- Address additional issues
- Use corrective action as appropriate



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# Conflict Between Two Employees



# Conflict Between 2 People

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Conflict often arises because employees:

- Have different points of view
- Communicate with one another differently
- Spend large amounts of time together
- Depend on one another to get the job done



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### Conflict Between 2 People

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#### Step 1: Understand Issue

- Meet with each employee individually
- Interview others if necessary for understanding



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### Conflict Between 2 People

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#### **Meet with both employees together**

1. Prepare beforehand with how you will steer the conversation
2. Start with outlining the purpose of meeting and ground rules
3. Allow each person to speak in a focused, open conversation
  - Remind employees of ground rules as needed to keep conversation on track and respectful

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### Conflict Between 2 People

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#### **Meet with both employees together (cont)**

4. Drive the conversation towards resolution and solutions
  - Ask each person how we can move forward
5. Discuss possible solutions to find the right one
6. Outline what each person's responsibilities are
7. Gain commitment from each person





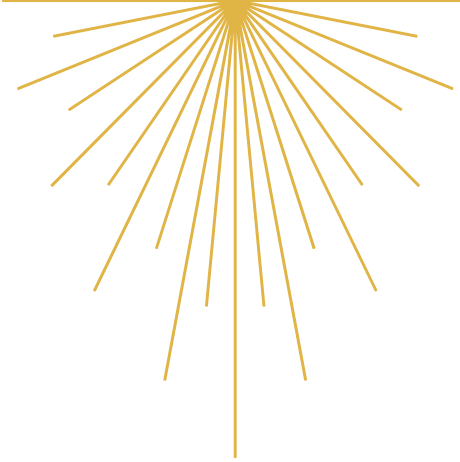
# Conflict Between 2 People

## Next steps

- Keep a close pulse on situation
- Follow up
- Remind employees of their commitments
- Hold each person accountable
- Use corrective action as necessary

# Stretch Break





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## Team Conflict



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### Addressing team conflict

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#### Get to the root

- Is it truly a team issue?
- What is causing the conflict?
- How long has this been occurring?



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### Addressing team conflict

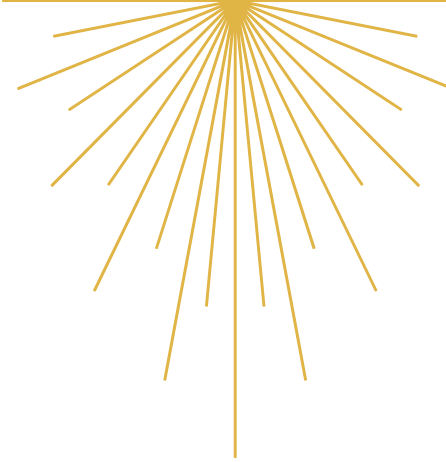
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**Team Meeting**

**Address Individuals**

**Team Engagement**

**Positive Reinforcement**



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**Questions?**

