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'The Case of the Disgruntled Employee'

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'The Case of the Disgruntled Employee'

The scenario analyzed is 'the case of the disgruntled employee'. It is about Cooper, an employee, who needed to undergo a 90 days correctional program to suit the new role at Federal Home Financing Administration (FHFA). At first, the worker rejects the training but later agrees. Within the process, Morgenstern, the organization's manager, is consulted by other workplaces concerning Cooper's performance since he seeks a job in other places. The Morgenstern provides honest views, and before the correctional activities are over, Cooper leaves the company. Notably, the dilemma in the case concerns how employers should deal with disgruntled employees which should be solved by addressing the situation immediately through democratic leadership and critical decision making.

Ensuring professionalism is one of the essential elements in addressing the challenge (Tidmarsh, 2020). Cooper is uncooperative, as he does not see the need to be corrected. Despite this, I would handle the issue professionally, by avoiding yelling and swearing among other threatening elements. It is a reliable technique to deal with the situation as it prevents personalizing the situation. It is also vital to control the behavior from festering. It means the issue is addressed immediately; it is identified to ensure the standards in the company are not compromised.

In implementing this, I would apply the democratic leadership style. The concept states that leaders should identify the strengths and weaknesses of the subordinates and work on them to ensure the desired outcomes are achieved. In dealing with Cooper, I would inform him of the poor performance and the need to undergo the correction program. Moreover, I would ensure the rumors are not spread amongst other workers, by claiming the issue is being taken care of. Mainly, the action prevents other workers from blaming him, thus worsening the situation.

Dealing with disgruntled employees also needs privacy, especially when addressing the issue (Abdurrahimli, 2020). In this case, the leader needs to conduct a private meeting as identifying it in the presence of the others would cause embarrassment. Doing so shows professionalism, as the leader understands when to conduct a joint meeting and when to become private. Documenting the matters discussed is highly needed because legal implications apply. I would guarantee this because the democratic leadership style which I prefer, involves proper decision making. Other leaders have to be informed about the employee's behavior, so a reliable solution is implemented. It makes it necessary to document the meetings and proceedings for easy follow-ups. Besides, in case the issue reaches the court, the organization has to prove having followed its policies in making decisions about the employee. Finally, I would avoid empowering the employee as it would bring issues with the work. Here, I would ensure I identify and take the necessary measures as stated by the law other than making the employee comfortable at the expense of the organizational standards.

My recommendation on dealing with disgruntled employees such as Cooper is conducting training sessions. The worker is educated, but the performance is not in line with the company's expectations, instead of dismissing them, which seems discriminating and thus would attract legal actions. Training the employee is suitable. Hence, the human resource department should cooperate with the senior managers, to identify the worker's needs and plan training to make them better. In doing this, the employee should be informed of why the training is necessary and the implications. For example, training Cooper would make him a better accountant, therefore executing the expected roles in the job description.

In conclusion, having dissatisfied workers like Cooper is an issue in workplaces, as they affect the attainment of goals and objectives. The strategy I would use to resolve the issue is addressing it immediately the moment it is noticed. In doing so, I would ensure

professionalism, privacy, document everything and avoid empowering him. Moreover, I would apply democratic leadership model and critical decision-making. My recommendation on further resolving this is by conducting training sessions to ensure the worker reaches the needed standards in the job role. In turn, communication with the employee would be maximized, so he understands why the sessions are needed and the expected outcomes.

References

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