

How to Deal with
**Unacceptable
Employee Behavior**

Effective Management Techniques that Result in Positive Performance



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You know who we're talking about ...

They're lurking in every workplace ...

... those problem employees who tax even the best managers. And wherever they are, you can be sure they're costing the organization plenty — in lowered morale, lost opportunities, and decreased productivity. In fact, the price can be so high that it's foolish to try to overlook or brush aside the problem. If you supervise an employee who has behavior or attitude problems, you need to take action — now!

Gain the tools you need to confront problem employees ... and turn them around!

This dynamic seminar gives you answers to your thorniest questions, quickly and clearly. You'll learn the smart methods that help you get control over the problem people who plague your workplace ... without the resentment and anger that some outdated approaches can generate. Best of all, you'll discover how to tailor an individual approach for each employee's unique situation — a custom strategy that greatly increases your chances of success!

Don't let it go on even one more day ...

... without resolving to confront it — assertively and effectively! Enroll now, and you'll learn the management magic that can turn around the messiest situations ... and find out what to do when you can't repair or reverse a performance problem. From the first approach to the last resort, you'll equip yourself with the skills and knowledge you need to stop the negative effects of problem performers, bad attitudes, and unacceptable behaviors. Don't waste another day — enroll today!

Are you doing the best you can to ...

... communicate exactly what you expect from others?

Learn how to make “crystal clear” what you expect in productivity, performance, and behavior — no excuses!

... spot problems brewing before they “blow up”?

Find out how to recognize the “red flags” that foreshadow serious problems!

... counsel employees through temporary “rough spots”?

Use one-on-one techniques that ensure fleeting problems don't develop into chronic ones!

... shield your good employees from the negative effects of unacceptable employee behavior?

Take definitive steps to ensure an “attitude epidemic” doesn't develop in your workgroup!

... protect yourself and your organization from legal hassles?

Implement current discipline and termination processes that are fair, safe, and legally airtight.

... bring out the best in every person you manage?

Discover surprising ideas that can improve even the most hopeless cases ... and build your reputation as a manager who can handle anyone!

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Is it your job to supervise any of these characters?

The Excuse Artist

Misses every deadline and goal, but always seems to be ready with a “good” excuse or to place blame and point fingers at others.

This seminar will show you how to force the Excuse Artist to take responsibility, now!

The Short-Changer

Late to work, early to leave, “stretched” lunches, extended breaks ... this person makes an art out of shortening and short-changing the workday, while leaving coworkers “holding the bag”!

Learn how to get the Short-Changer to give 100% every day!

The Intimidator

Everyone’s tip-toeing around this person, lest they incur wrath and anger! The Intimidator uses fear and bullying tactics to control coworkers and can single-handedly ruin an entire team.

Gain the upper hand with tips that will neutralize the Intimidator’s controlling and overpowering influence in your workplace.

The Gossip

Behind closed doors, over the grapevine, and under the radar, they’re waging verbal warfare ... personal attacks, rumors, carping, and criticism are the tools of their trade!

Discover how to muzzle the Gossips before they undermine you and others!

The Clod

This one is a master procrastinator who can come up with plenty of excuses as to why a task or project hasn’t been started. And when the Clod does finally get down to business, the work progresses at a snail’s pace ... stressing out team members, putting other departments behind schedule, and ultimately, guaranteeing missed deadlines and unhappy clients.

Find out how to take decisive, effective action to stop Clods from creating frustration and lowering productivity.

The Downer

No matter what, this person is unhappy ... for this pessimist, the glass is always half-empty. The Downer maintains a consistently negative, stifling presence and constantly spreads the bad news to everyone else.

Turn around these negative types before they rain on everyone’s parade!

The Minimalist

Apathetic and low-performing ... these unmotivated workers can be counted on to give the “bare minimum” (or even less). They make an art out of turning in mediocre performances that are poor enough to frustrate managers ... but passable enough to keep them employed!

Motivate Minimalists to give you their best, without constant pushing and begging.

The Soap Star

Their continuing “soap opera” of personal problems not only hurts their own productivity, but distracts sympathetic coworkers who get drawn into their never-ending predicaments and problems.

Prevent this “show-stopper” from letting personal crisis get in the way of professional performance.

The Itch

They need constant attention, reassurance, and feedback ... and take so much energy and time to manage, you often find yourself sacrificing your job responsibilities to help them meet theirs!

Master the strategies that get the Itches off your back, working more independently, and making their own decisions.

The Smarty-Pants

Challenges your management authority openly and forcefully, constantly questions management decisions, and creates a harmful undercurrent of “anti-management” chatter.

Get rid of the contentious mentality that the Smarty-Pants promotes and start working together toward mutual goals.

Seminar Highlights

9:00 a.m. to 4:00 p.m.

What It Is, and How It Evolves:

The hallmarks and causes of the bad attitude and unacceptable behavior

- Setting the bar: how to easily recognize a discrepancy between performance expectations and actual behavior.
- Rare or repeating? How to know if a problem is a “one-time” occurrence or a chronic, disruptive behavior that *demand*s your prompt attention!
- Backtracking from symptoms to causes: environmental factors that can lead to serious problems.
- Trouble brewing? How astute managers spot performance and behavior problems at the start.
- Are *you* part of the problem? Insightful self-analysis that gives you an unbiased view of your own role.
- How to pinpoint a difficult employee’s effect on coworkers and the organization ... and choose the appropriate course of action.
- Are you actually “rewarding” poor behavior and performance? You may be shocked at the answer!
- Making your requirements clear: definitively communicating your expectations to an employee who’s “falling short.”
- Searching for clues: how to gently question employees to uncover a problem’s cause.
- When emotions run high: getting at the real truth when dealing with sensitive issues and people.
- Are coworkers “taking sides”? How to get everyone’s perspective while remaining neutral and fair.
- When the real problem’s not obvious: clever communication techniques that “root out” simmering conflicts and resentments.

Taking Effective, Decisive Action:

How to manage conflict and counsel for improved performance

- Eliminating the obvious: how to ensure a skill deficiency or lack of resources isn’t the source of trouble.
- The “team-play” technique: a way to involve employees in forging a solution and guarantee they “buy into” the plan.
- You set the pace: modeling a behavior standard that employees respect and imitate.
- “Red flags” that foreshadow serious communication gaps and misunderstandings.
- Communicating despite conflict: smart ways to overcome anger, hostility, and other emotions that can arise during counseling.
- Personality conflict? How to deal with this often misunderstood problem and forge a truce in the most bitter relationships.
- Coach or counsel? The difference between these two vital techniques and when to use each.
- Positive *and* negative feedback: why you need to know both approaches and how to avoid common feedback blunders.
- Whiners, Gossips, Excuse-Makers, Back-Stabbers, Prima Donnas, and many others! Assertive strategies for the commonly encountered problem types!
- Choosing your approach: an easy model to determine the best way to confront and correct an attitude problem.
- How to stop a bad attitude from spreading like wildfire and affecting an entire workgroup!
- Proven counseling techniques that get results ... even with long-standing, seemingly hopeless performance problems!

How to Deal with

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Using Firm, Assertive Tactics:

How to discipline to correct performance problems

- Positive Intervention: how savvy managers use this technique to correct even complex performance issues.
- Step-by-step discipline: a formal, progressive process every manager should know, practice, and document ... every single time.
- Can you handle it alone? 3 situations that always require outside intervention.
- Bad attitude ... or just strongly opinionated? How to know when someone “crosses the line.”
- Cover yourself! Specific documentation that legally protects you if your actions are questioned later.
- An airtight warning: essential elements every warning (verbal or written) should contain.
- Yes, you can discipline positively! How to do it while maintaining employee morale, loyalty, and self-confidence.
- Corrupt criticism: types of harmful criticism that should never be used when disciplining an employee.
- Are you viewed as fair and consistent? How to avoid the perception you’re “singling out” certain employees for discipline.
- Will training help? Situations in which employee training can overcome problems ... and how to measure its success.
- A dose of realism: how to develop reasonable, reachable expectations in employee improvement plans.
- The problem performer as ally: how to get any worker to “buy in” and strive for improved performance!

Taking the Last Resort:

How to safely terminate employees when all else fails

- When to keep trying and when to give up: how to know when you’ve passed the “point of no return.”
- Before blaming and finger-pointing: forcing employees to accept responsibility for the actions that trigger formal termination processes.
- When immediate termination is warranted and how to handle these explosive cases.
- Softening the blow: how to terminate without sapping someone’s dignity and self-respect.
- A tough task: how to keep emotions in check and maintain your focus and professionalism when you must terminate.
- Don’t say this! Verbal termination mistakes that can land you in a lawyer’s office!
- A termination checklist: a valuable tool to ensure you’ve covered all of the details and followed a fair and complete process.
- A warning about “exceptions”: what management experts say about deviating from established company practice and procedure.
- A fail-safe legal shield: how to build a termination case that’s fully and legally defensible.
- Put it in writing! Documentation that holds up to the toughest legal scrutiny.

Recovery and Rebuilding Strategies:

Forging ahead after change, upheaval, and problem-solving

- Managing the “survivors”: how to prevent a termination from hurting the attitude and morale of coworkers.
- How to strengthen the self-respect and increase the value of your good performers ... and avoid common “traps” that can harm their performance.
- The “Open Communication” model: how you can encourage higher morale and productivity with this tested and proven approach.

On-Site Training Solutions

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Bring our powerful, high-impact training programs to your organization and show your employees that you're serious about their professional growth and achieving critical organizational goals and objectives.

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GUARANTEED RESULTS

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident that this seminar will provide you with the tips and techniques you need to handle unacceptable employee behavior. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*.

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Enroll Today! Hurry, our seats fill *fast*. Guarantee your enrollment and pay your enrollment fee today! A confirmation will be e-mailed, faxed, or mailed to you once your registration is completed. Please make your preference known at time of registration. **Payment is due before the program.**

Express Seminar Enrollment! Please be sure to provide us with your e-mail address or fax number and check the Express Seminar Enrollment box on the registration form. You will receive your e-mailed or faxed confirmation within 48 hours of our receiving your e-mailed, faxed, or mailed registration form.

PROGRAM SCHEDULE

Check-in: 8:30 a.m. – 9:00 a.m.
Program: 9:00 a.m. – 4:00 p.m.

CANCELLATIONS AND SUBSTITUTIONS

You may cancel your registration up to 10 business days before the program and we will refund your tuition less a cancellation fee. If you need to cancel less than 10 business days prior to the program, you may 1) send a substitute from your organization or 2) transfer your registration fee to another program of your choice that is scheduled within 12 months of your original event. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

Please Note

- We will e-mail, fax, or mail your confirmation to you once your registration is completed.
- You will be notified by e-mail, fax, and/or mail if any changes are made to your scheduled program (i.e., date, venue, city, or cancellation).
- Walk-in registrations will be accepted as space allows.
- Please, no audio or video recording. See your program leader for audio and video program availability.
- Lunch and parking expenses are not included.
- If using a purchase order, please attach it to a completed registration form and mail to us right away.
- You will receive an attractive take-home Certificate of Attendance at the end of the program — great for framing or including in your personnel file.
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TAX-EXEMPT ORGANIZATIONS

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate to us for payment processing. *Thank you.*

TAX DEDUCTION

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills relating to employment or business, expenses relating to the program may be tax-deductible according to I.R.C. Reg. 1.162-5. Please consult your tax adviser.

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1 **YES!** Please enroll me for *How to Deal with Unacceptable Employee Behavior*

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Our federal ID# is 43-1830400 (FEIN).

Please add applicable state and local tax to your payment for programs held in Hawaii (4.16%), South Dakota (5.92%), and West Virginia (6%).

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