How to Manage Employees with Bad Attitudes & Poor People Skills

Discover practical solutions for creating a more peaceful and productive work environment

In one power-packed day, you’ll learn how to …

• Understand the difference between bad attitudes and poor people skills

• Identify the underlying causes of awful attitudes and take action accordingly

• Deal with attitude issues that are caused by outside influences unrelated to work

• Recognize the difference between coaching and counseling — and know when to use each

• Complete a self-evaluation: Are your communication skills as a manager to blame?

• Help your employees develop positive working relationships — even when they can’t stand each other

Don’t let lousy attitudes disrupt your workplace any longer!

Enroll Today! 1-800-556-3009 • www.careertrack.com
As someone in a position of leadership, you know that getting your employees to consistently perform at the top of their game isn’t easy. Add bad attitudes to the mix, and your job becomes that much tougher! Unfortunately, lousy attitudes in the workplace do more than just irritate others. Like an infectious disease, they are highly contagious … resulting in departmental discord, low morale, and weakened team performances.

How many times have you seen good employees swayed by disgruntled coworkers? Observed negative behavior in one or two “bad apples” that slowed an entire team’s momentum? Become frustrated with employees who consistently display unhelpful or offensive behavior?

If you are struggling with unacceptable attitudes in some of your employees, take heart — and take action! This course was developed to help managers, supervisors, and other leaders turn bad attitudes around — for good! What you learn here will smooth the way for better performance in teams and individuals, improve cooperation among coworkers, and result in a more peaceful, more collaborative, and more productive workplace.

Quickly master practical, proven skills to transform those “sour grapes” into positive performers!

This program is filled with great solutions, fresh ideas, and terrific techniques for getting rid of rotten attitudes for good. Don’t waste another minute struggling with the “attitude-challenged” in your organization!

We’ll show you how to:

• Help your “problem” employees see themselves as others see them (a critical first step toward positive change)
• Analyze your listening skills to make sure you are really “hearing” your employees
• Communicate more positively and effectively with a wealth of proven tools and techniques
• Master simple — yet highly effective — coaching and counseling skills
• Confront employees without causing defensiveness or resentment
• Successfully manage conflict (both when you are, and are not, directly involved)
• Take steps to improve morale, and create a more positive, supportive work environment

Attention: Managers, supervisors, department heads … could any of your employees use an “attitude adjustment”?
Can these attitudes be saved?

She sows seeds of discontent wherever she goes. Team members are becoming more and more unwilling to work with her. They can't stand her sourpuss demeanor, her lame excuses, her “it'll never get done” style of thinking. Whenever her team is given a new project, Alice is the first to come up with reasons why it won't work and can't be finished on time. Alice’s behavior is bad enough, but lately you’ve noticed it’s really dragging down the rest of the team’s morale.

*Can you, as Alice's supervisor, help her develop a more positive outlook, stop spreading negativity, and become a more enthusiastic, focused team member?*

He is loud, abrasive, and obnoxious. His in-your-face style has other employees running for cover, and his chip-on-the-shoulder attitude is wearing thin. Sam is excellent at his job, but the trouble is, he’s always the first one to tell you how much he knows, how smart he is, and how useless his coworkers are.

*Is there any way to tone Sam down, get him to realize how his behavior affects others, and help him develop a more harmonious attitude toward his coworkers?*

He is a chronic complainer. He complains about his workload, the company, his bosses, his coworkers, even the quality of the coffee in the office. His rotten attitude drags everyone around him down, and his petulant, constant whining reminds you of a pre-schooler, not a competent, highly paid engineer. Everyone dreads when William opens his mouth in meetings … he never has anything positive to contribute!

*How can you get William to quit the complaining, adopt a more positive attitude, and start acting like a grown-up?*

Attend this eye-opening, results-focused seminar, and find out how to handle the Alices, Sams, and Williams in your organization. You’ll discover insightful solutions for turning around crummy attitudes, practical techniques to quickly and effectively deal with negative behavior, and guidance for helping even the most difficult employees become more productive, satisfied team members.

---

*How to Manage Employees with Bad Attitudes & Poor People Skills*

**Enroll Today!** 1-800-556-3009 • www.careertrack.com
Course Agenda
Program hours: 9:00 a.m. to 4:00 p.m.

Identifying attitude problems — getting to the root of the issue

• How is an “attitude problem” defined?
• Telltale signs, red flags, and other indicators of attitude problems in the workplace
• Personality styles that may be conducive to bad attitudes — how many of these can you identify in your workplace?
• Six personal belief systems that can have a negative effect on attitude
• How to perform a self-evaluation: could your behavior and actions be responsible for bad attitudes in your people?
• Tips for evaluating your communication style — how open a communicator are you?
• The importance of good listening skills: how to make sure you are really “hearing” your employees
• The manager’s role in promoting positive attitudes: a look at praise, fairness, feedback, and criticism
• Attitude problem, or temporary lapse of judgment? How to tell whether someone has a real problem — or is just going through a tough time

How to boost performance by improving attitude — one step at a time!

• Why you must be able to separate personality from performance
• How to quantify a “bad attitude,” and when to document its effects
• The “snowball effect”: How one employee’s attitude can influence the rest of the department or work group
• Ways to keep someone with an attitude problem from swaying other employees to the “dark side”
• Confrontation skills all leaders should have in their managerial toolboxes
• A look at how healthy confrontation can be used to your advantage as a manager
• How to confront your employees constructively — without causing defensiveness or resentment
• Coaching vs. counseling — what the difference is, and when each is most appropriate to your situation
• How to coach to improve performance — and make disciplinary action unnecessary
• The value of effective coaching — for all employees, not just the “difficult” ones
• When coaching doesn’t work — how to tell when it’s time to use counseling methods instead
• Successful counseling techniques for problem employees
• How to document the counseling cycle and why it is important you do so
Management and leadership skills to help you “rehabilitate” bad attitudes

- The best ways to manage conflict between or among employees
- What to do when you encounter conflict between an employee and yourself
- How to keep emotions (yours and your employees) in check during conflict and confrontational situations
- Assertive communication techniques to use to overcome negative situations
- How to lead employees through change with strength and confidence
- Why change brings out bad attitudes, and how you can overcome employee resistance to change
- Ways to improve morale and inspire your employees after an attitude has been “adjusted”
- The difference between intrinsic and extrinsic motivation — and the importance of both
- A look at how great leaders have motivated the masses, and how to learn from their successes
- Techniques for igniting enthusiasm and gaining buy-in — even in your most reluctant employees
- 10 great ideas for creating a positive, supportive work environment
- 12 ways to recognize, motivate, and empower your employees

Take-home workbook ensures everything you learn goes home with you

As part of your tuition, you’ll receive a comprehensive workbook that covers everything your trainer will touch on during the day. Packed with checklists, examples, and how-tos, your workbook frees you to listen, learn, and participate, and serves as a desktop reference and memory jogger once you’re back at the office.

Our programs are 100% GUARANTEED!

All of our seminars are 100% SATISFACTION GUARANTEED! We’re confident that this program will provide you with the skills you need to manage rotten attitudes and create a more positive, productive work environment. 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.

How to Manage Employees with Bad Attitudes & Poor People Skills

Enroll Today! 1-800-556-3009 • www.careertrack.com
10 Reasons Not To Miss This Seminar

What you learn here will help you:

1. Transform performance from mediocre to marvelous in individuals, teams, work groups, or departments

2. Bring a halt to the bickering, in-fighting, gossip, and other bad behaviors that may be sabotaging workplace attitudes

3. Gain a better understanding of how beliefs and personality affect attitude — and use your new knowledge to lead more effectively

4. Master skills and gain confidence in your abilities to coach, counsel, and confront problem employees

5. Stop letting poor attitudes spread throughout your organization and infect your “good” people

6. Restore your employees’ trust in your authority, power, and leadership abilities

7. Increase your presence as a leader who is caring, empathetic, and concerned

8. Improve employee production and achievements across the board — not just in those with attitude problems

9. Earn newfound respect for your skills as a problem-solving, solutions-focused manager

10. Create a more harmonious, collaborative, and upbeat environment in your workplace

Where do rotten attitudes come from?
The answers may surprise you. Often people with seemingly rotten attitudes are merely misunderstood by others, possess poor social skills, or are in the throes of a personal crisis. Some people have absolutely no idea how their behavior appears to others. Sometimes, bad attitudes in formerly positive people are the result of changes, upheaval, or other stressful situations within the workplace.

The good news is, with understanding, open communication, positive feedback, and effective coaching, you can definitely help these types of employees get their attitudes back on track.

Who should attend?
Managers, supervisors, team leaders, department heads — as well as anyone who is soon to move into a manager or supervisory role — will benefit greatly from this course.

How to Manage Employees with Bad Attitudes & Poor People Skills

Enroll Today! 1-800-556-3009 • www.careertrack.com
REGISTRATION INFORMATION
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. Your registration fee will be refunded 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.
• Payment is due before the program.

TAX-EXEMPT ORGANIZATIONS
If you are tax-exempt, enter your tax-exempt number in Section 4 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 CareerTrack program 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.

ON-SITE TRAINING SOLUTIONS
Get the Results You’re Looking For!
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.

Choose From Over 150 Courses!
From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting, and intriguing!

Tailor the Training to Meet Your Specific Needs!
We’ll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues, and scheduling concerns.

Maximize Your Training Budget!
On-Site Training allows you to train work groups, teams, and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge, and confidence they need to meet tough workplace challenges head-on, realize their full potential, and perform at their peak.

For a free consultation, visit us online at www.careertrack.com or call us at 1-800-944-8503 today!

LET’S AVOID DUPLICATE MAILINGS
If you receive duplicates of the same brochure with different VIP numbers, please send the labels to us at P.O. Box 413884, Kansas City, MO 64141-3884. Please indicate which label is correct, and we’ll change our records for the very next update. You may receive some duplicates for a while. Thanks!

Copyright 2008
How to Manage Employees with Bad Attitudes & Poor People Skills

Discover practical solutions for creating a more peaceful and productive work environment

In one power-packed day, you’ll learn how to …

- Understand the difference between bad attitudes and poor people skills
- Identify the underlying causes of awful attitudes and take action accordingly
- Deal with attitude issues that are caused by outside influences unrelated to work
- Recognize the difference between coaching and counseling — and know when to use each
- Complete a self-evaluation: Are your communication skills as a manager to blame?
- Help your employees develop positive working relationships—even when they can’t stand each other

□ Yes! I want to gain the skills needed to manage employees with rotten attitudes; enroll me today!

Enroll Today!

Online
www.careertrack.com

Call
1-800-556-3009

Fax
913-967-8847

Mail
CareerTrack
P.O. Box 219468
Kansas City, MO 64121-9468

In one power-packed day, you’ll learn how to …

• Understand the difference between bad attitudes and poor people skills
• Identify the underlying causes of awful attitudes and take action accordingly
• Deal with attitude issues that are caused by outside influences unrelated to work
• Recognize the difference between coaching and counseling — and know when to use each
• Complete a self-evaluation: Are your communication skills as a manager to blame?
• Help your employees develop positive working relationships—even when they can’t stand each other

Note: If you’ve already registered by phone, fax, or online, please do not return this form.