

Manage And Resolve Difficult Employee Behaviour

As managers, we can tend to avoid opportunities to address difficult employee performance or behaviour. We might fear our feedback will result in a hard-to-handle response or hurt relationships. The reality is that withholding constructive feedback will do more harm than good in the long run. Giving constructive feedback and handling problem employees is much easier and more effective when we are prepared.

WORKSHOP TOPICS INCLUDE

The Root Causes of Performance Issues

- The common characteristics of difficult employees
- Why some employees do not perform
- The 23 difficult personality types
- Best practices in how to deal with the difficult employee
- Discover how we contribute to their poor performance
- Learn how to work with challenges caused by substance abuse, alcohol, emotional or mental problems

Communication

- The elements of constructive feedback
- Identify events vs. outcomes
- How to avoid communication breakdowns
- How to send clear and understandable messages
- Barriers to effective communication

How to Eliminate Poor Performance

- The 8 steps to an effective meeting
- The 13 steps for a successful coaching meeting
- The differences in feedback, coaching, counseling, and discipline
- Know when to take "corrective" or "punitive" action
- How to establish measurable performance improvements
- Know when a verbal reprimand is the best solution

Disciplining

- Learn the key elements to a successful discipline meeting
- Understand how to respond to an employee's tactics
- Learn new ways when the old ways do not get results

Termination—The Last Option

- How to determine when termination is the best solution
- The key steps to implement BEFORE termination
- What issues DO warrant termination
- The 3-point steps to take BEFORE you terminate
- How to conduct the termination meeting

The Legal Aspect to Terminating

- The elements that could cause you a legal problem
- The progressive discipline process
- The 6 steps to minimize a possible lawsuit

Learn how to identify the common characteristics of difficult employees and how to effectively handle those employees through clear communication, feedback, and discipline when and if necessary.

- CALGARY: JUNE 19, 2012
 RED DEER: JUNE 20, 2012
 EDMONTON: JUNE 21, 2012

TIME: 08:30AM — 4:30 PM

FEES: \$399.00 per person (plus applicable taxes)

Canadian Training Resources
Suite 300, 160 Quarry Park Blvd SE
Calgary, Alberta T2C 3G3

Name: _____

Company: _____

Supervisor: _____

Address: _____

City: _____ Prov.: _____ PC: _____

Tel: () _____ Fax: () _____

Email: _____

Payment Method: M/C VISA

Credit Card #: _____

Exp: _____

Card Holder's Name: _____

Toll Free: 866-471-8555

Telephone: 403-259-8555

Fax: 403-253-4926

www.ctrcanada.com