



LIVE SEMINAR

## How to Supervise Bad Attitudes and Negative Behaviors



### THIS SEMINAR AT A GLANCE:

- This seminar will show you how to force the Excuse Artist to take responsibility, now!
- Learn how to get the Short-Changer to give 100% everyday
- Gain the upper hand with tips that will neutralize the Intimidator's controlling and overpowering influence in your workplace
- Discover how to muzzle the Gossips before they undermine you and others!
- Find out how to take decisive, effective action to stop Clods from creating frustration and lowering productivity
- Turn around negative types before they rain on everyone's parade!
- Motivate Minimalists to give you their best, without constant pushing and begging
- Prevent the "show-stoppers" from letting personal crisis get in the way of professional performance
- Master the strategies that get the Itches off your back, working more independently, and making their own decisions
- Get rid of the contentious mentality that the Smarty-Pants promotes and start

# How to Supervise Bad Attitudes and Negative Behaviors

S E M I N A R S U M M A R Y



## 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 ... discover how to tailor an individual approach for each employee's unique situation a custom strategy that greatly increases your chances of success!

## How does this seminar help the bottom line?

Negativity spreads like a cancer through your office.

When even one person isn't following the rules, or has poor performance, the productivity of an entire company can be affected. We will teach you real skills, give you real tools you will be able to use every day and help turn your team around.

## Who will benefit by attending?

Any manager, supervisor or team leader will find real value in this program. Human Resources professionals, company owners and presidents are also perfect for this seminar. Anyone with authority in your organization will return with concrete skills to solve your office's problems.

## PROGRAM AGENDA

### 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 behaviors
- Backtracking from symptoms to causes: environmental factors that can lead to serious problems
- Are you part of the problem? Insightful self-analysis that gives you an unbiased view of your own role

### Taking Effective, Decisive Action:

#### How to manage conflict and counsel for improved performance

- The "team-play" technique: a way to involve employees in forging a solution and guarantee they "buy into" the plan
- "Model Behavior": set the standard high, so employees will respect and model you
- Personality conflict? How to deal with this often-messy problem and achieve a truce in the most bitter relationships
- "Red Flags" that foreshadow serious communication gaps and misunderstandings
- Coaching or counseling? The difference between these two vital techniques and when to use each

### 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
- Cover yourself! Specific documentation that legally protects you if your actions are questioned later
- Are you viewed as fair and consistent? How to avoid the perception you're "singling out" certain employees for discipline

### Taking the Last Resort:

#### How to safely terminate employees when all else fails

- 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 warning about "exceptions": what management experts say about deviating from established company practice and procedure
- 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



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## Registration Information

### Enroll Today!

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