



Mike Roberts
President, PDS

"Give me one day with your people, and I'll give you employees you can count on in tough times."



How To Effectively Deal With Unacceptable Employee Behavior

Allowing poor performers to continue their negative behavior patterns put the productivity and effectiveness of your organization at risk. During this dynamic workshop you'll learn SMART methods that will help you gain control over the problem people who disrupt your workplace.

Workshop Agenda

- **Turning underachievers into productive team members.**
- **Discover the root causes of performance problems.**
- **Techniques for maintaining open communication with the problem worker.**
- **Coaching and Counseling the difficult employee.**
- **Specific strategies to help difficult employees to begin to think for themselves and take responsibility for their behavior.**

Experience These Benefits

- ✓ **How to get at the real truth when emotions are running high.**
- ✓ **Excuse Makers, Whiners, Backstabbers, Gossips, and others. Proven strategies for commonly encountered problem types.**
- ✓ **Understanding how you the manager or supervisor may inadvertently contribute to or create performance problems.**
- ✓ **Ways to determine if training will help overcome problems, and how to measure its success.**

"Your unique style is entertaining, and at the same time it is impossible for a person to leave one of your sessions without feeling motivated and inspired by what they have learned."

**Pamela Stephens, President
Security One Federal Credit Union**

4856 Monarch Dr. Mesquite, Texas 75181
(214) 564-4684