

**End your frustration! Turn your difficult employees into valuable team players.**



# **How to Manage Employees with *Awful Attitudes* or *Dreadful People Skills***



**Can you tell the difference  
between bad attitudes and  
bad people skills?**

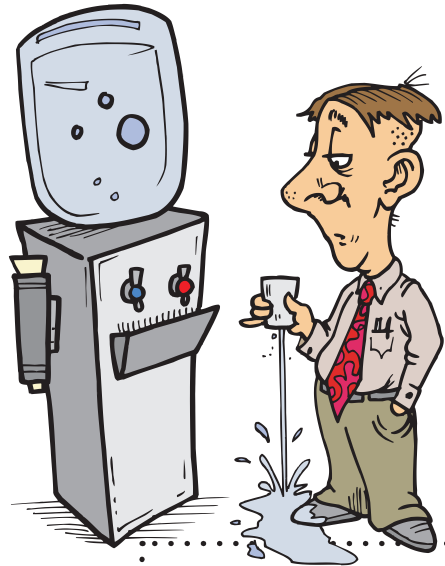
**Turn to page 3.**

**Attend this one-day survival course for managers and supervisors, and you'll learn how to ...**

- Understand the difference between handling an employee with a rotten attitude and one with poor people skills
- Avoid the mistakes managers make when dealing with difficult personalities
- Identify the four main personality types ... their strengths and their weaknesses ... and how to manage them
- Coach your employees to work better with others
- Dig deep to find the root of your employee's bad attitude
- Make your employees feel heard, valued, and appreciated
- And much, much more!

**Enroll online at [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com) or call 1-800-258-7246!**

# It only takes one employee with rotten people skills or an attitude problem to destroy your whole team!



**What in the world is wrong with them?!?!** No matter what you do, they just can't seem to work well with the team, pull their own weight, or change their rude behavior.

You'd rather hide under a rock than have to deal with them. But office morale is down, along with productivity. **Everyone is suffering!** And you're faced with the nearly impossible task of turning around employees who are sucking the life out of your team!

**Figuring out how to get these employees to work for you instead of against you is no easy task.** But as a manager, your employees' problems become *your* problems. And it's up to you to ensure they don't continue to make your work environment miserable.

## Don't lose hope – learn how you can turn your naysayers and toxic personalities into winning team players!

If only you could just say, "Shape up!" and these employees would magically change. But you know it's much more difficult than that. No one is born knowing how to handle employees who can't work with each other, and that's why the best managers take a day out of the office to get the help they need.

### After attending this one-day seminar, you'll be able to ...

- ✓ Coach and discipline the employees holding back your team
- ✓ Turn even your most difficult employees into highly effective team members
- ✓ Tell the difference between attitude problems and weak people skills
- ✓ Relax knowing you have the power to facilitate a positive environment where every team member is happy
- ✓ Recognize lost causes and terminate them legally, without hurting the rest of your team
- ✓ And more!

## End your frustrations and build a more powerful team of employees who positively contribute and work well together

Don't wait a minute longer while your team self-destructs! Register today and get the solutions you need to eliminate the stress of dealing with your problem employees once and for all!

# Attitude Problem or Weak People Skills? Can you tell the difference?



**Grumpy Gwendolyn:** What a complainer! No matter what anyone does, there's no pleasing this one. Her negativity is catching, and it's bringing the whole office down with it!

**Bossy Brenda:** Abusive and domineering, she's got your employees running scared ... scared to talk to her or even be around her!

**Clock Watchin' Charlie:** Out the door at exactly 5 p.m., he does just enough to get by. Other employees are tired of picking up Charlie's slack while he takes long lunches every day.

**Socialite Steve:** Such a chatterbox! Somehow he still gets his work done, but he's keeping others from working effectively. And you know pretty soon *his* work will slip too.

**Teeter-Totter Tamara:** The ultimate people-pleaser, she's more concerned with making everyone else happy than voicing her opinion. With her indecisiveness, nothing will ever get done!

**Manipulative Matt:** He's turned the power of persuasion into a deadly weapon. He can bring team members to agreement ... so long as they're agreeing with him.

**Critical Cathy:** Always the first to point out faults, she's got her team afraid to voice their opinions and ideas. She's very practical and has great leadership skills, but her criticism is hurting the team.

**Distant Dave:** When the team gets together, he seems like an outsider. Most people think that he doesn't like them because he's so closed off.

It's hard to tell, isn't it? If you have even one employee who could fit in with this crew, you understand the frustration and stress they cause everyone they come across. Learn how to tell the difference and how to handle each type when you attend *How to Manage Employees with Awful Attitudes or Dreadful People Skills*. **Enroll today!**



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**Group Discount:**  
When 3 enroll from  
your organization,  
a 4th attends for  
**FREE!**

# Your Comprehensive Seminar Agenda

Workshop Hours: 9 a.m. to 4 p.m.

Registration begins at 8:30 a.m.

## 12 Reasons You'll Say "Yes!" to This Exciting Seminar

**"It was very informative and taught some ways to deal with employees that were much better than my old methods."**

– Fred Colley

**"It gave me motivation to go back to my job and try to make it a better work place."**

– Sandra Craddock

**"I am going away with a lot of ideas and feel good about what I learned."**

– Melissa Stayton

**"It was informative and educational. I liked the fact that I could learn things (strategies and principles) and actually feel like I could take them to work and use them."**

– Mark Laurie

**"Very practical. Things I can take back and easily use at work tomorrow."**

– Tami Cummins-Yorke

### Rotten Attitude or Lousy People Skills?

#### Why it's important to know the difference

- Where "people skills" go bad: Top mistakes that ruin relationships – and how to avoid them
- *SELF Profile*: Learn about different personality types and how to work with each
- Do they have bad people skills or is it just their personality? Find out
- What makes people with bad attitudes behave the way they do?
- Identify and handle the 10 most common types of difficult people
- How to minimize ... even eliminate ... the negative effects of difficult behavior
- 10 typical weapons difficult people use – confront and conquer them

### Must-Have Communication Skills for Dealing With Difficult Employees

- How communication typically breaks down between people
- Discover how to communicate with people whose work and communication styles are different from yours
- To feel listened to is to feel valued: Active listening skills every manager needs
- Minimize the potential for conflict by better understanding what everyone around you is really saying
- 4 ways to avoid unintentionally shutting out important information and feedback
- What to say when: Scripts to get you through a variety of tough situations

### Coaching Your Employees for Success in Working With Others

- Why the best leaders are also strong mentors
- The 5-Step Staff Coaching Model: Your new best friend for effectively making changes in your employees
- The manager's role in directing employees whose interpersonal skills are weak
- How to sell them, not just tell them
- Adjusting your coach approach to fit the needs of different employees
- Holding employees accountable – while keeping them happy
- Empathy and understanding: Critical skills every coach needs to master



### Conflict Resolution Survival Guide

- Defuse potential conflicts before they start
- Learn to resolve conflicts in a way that brings about growth and constructive solutions
- The secret of master diplomats – how to take advantage of the potential for a positive outcome from most conflicts
- Strategies for ending in-fighting and feuding in your department
- Secrets to handling conflicts among employees so everyone wins and mutual respect is maintained
- How to deal with employees who back-stab, ridicule, and use aggressive tactics
- Laying the groundwork for a team that embraces trust and mutual respect

### How to Give Effective Criticism and Discipline

- The criticism checklist: 9 questions to ask yourself before you say anything
- How to address a variety of bad attitudes using criticism and discipline
- How to address poor performance and still leave the employee's self-esteem intact
- The how-to's of giving effective positive and negative feedback
- Know when employee attitudes or lousy people skills have crossed the line and when discipline is no longer an option but an absolute must
- The Paperwork: Putting together airtight documentation to back yourself up
- How to make sure discipline is fair and covers all the legal angles

### Bonus Session!!

#### When All Is Lost: How to Legally Terminate Attitude Problems

It's true: You can fire employees with bad attitudes. But you need to make sure you do everything right to build your case. As a special addition to the seminar, you'll learn how to recognize completely lost causes and terminate them without hurting the rest of your team. You'll leave with the skills you need to terminate problem employees legally, safely, and confidently.



- 1 Create a positive environment that makes work life easier on you and your team.
- 2 Get better results from your staff and reach goals more efficiently.
- 3 Build a self-sustaining team environment where employees communicate and understand one another.
- 4 Coach and counsel your employees for amazing results.
- 5 Understand different personalities and how to manage them effectively.
- 6 Save the incredible amount of wasted time you and your team once spent dealing with attitude problems.
- 7 Recognize the real roots of problems and be able to solve them.
- 8 Improve morale by effectively handling those who bring it down.
- 9 Eliminate the stress that problem employees cause in your work environment.
- 10 Enhance your employees' abilities to work well together.
- 11 Produce better working teams, happier and more satisfied employees, and better results.
- 12 Become a strong leader who effectively manages and develops employees.

### Your Satisfaction Is 100% Guaranteed

If you don't agree that this seminar exceeds all your expectations and gives you the knowledge and insight to make a positive difference at work, we'll refund your entire registration fee – every penny!

Enroll online at [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com) or call 1-800-258-7246!

# Bring this training on-site to benefit your entire organization!

The most successful organizations have one thing in common: They have employees with strong interpersonal skills who can work well together. That's why it is vital that you invest in your managers, so they know how to turn employees with weak people skills and bad attitudes into positive, productive team members.



Through on-site training, we can train your group of ANY SIZE, at a time and place most convenient for your organization! What's more, we'll customize the program to address your company's unique challenges.

The value of this workshop to your organization simply cannot be overstressed – because employees with poor people skills or attitude problems bring your organization down. You can't afford to leave your managers unequipped, without the strategies and know-how they need to ensure their teams work well together. Call today to find out just how affordable and convenient our group training option can be!

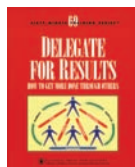
**Call 1-800-344-4613 or check us out online at [www.NationalSeminarsTraining.com/onsitetraining.cfm](http://www.NationalSeminarsTraining.com/onsitetraining.cfm) for information on bringing this or any of our other professional training events to your organization.**

## Recommended Resource From Your Training Experts ...

The powerful skills you will gain with this information-packed combo of resources will provide you with the tools you need to succeed and excel as a top manager! Become the envy of all of your peers when you display the skills needed to face every situation with confidence and authority. Order *The Manager's Leadership Collection* today!

*The Manager's Leadership Collection* Includes:

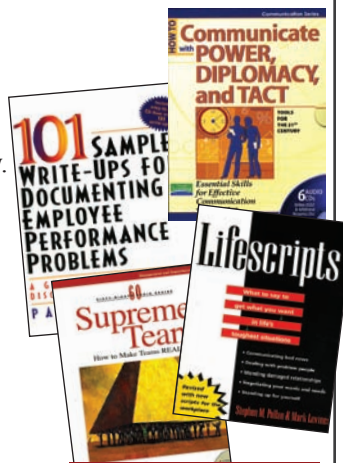
- *How to Communicate With Power, Diplomacy and Tact* – 6 Interactive Audio CDs
- *Supreme Teams* – Audio CD
- *101 Sample Write-Ups for Documenting Employee Performance Problems* – Book with CD-ROM
- *Lifescrpts* – Book



Plus, absolutely FREE, the *Delegate for Results* handbook!

Item No. MELP0308 ... Retail Price: \$210.00  
**Your Price: Only \$185.00**

To order, call 1-800-258-7246 or see order form on page .



**Satisfaction 100% guaranteed!**

## To Enroll ...



Register online at [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com)



Call toll-free  
**1-800-258-7246**



Fax the completed registration form to **1-913-432-0824**



or Mail the registration form to:  
**National Seminars Group  
P.O. Box 419107  
Kansas City, MO 64141-6107**

## Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

**Group Discount:** When 3 enroll from your organization, a 4th may attend for FREE! **Check-in** begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

**Cancellation:** If you cannot attend, you may send a substitute or receive a credit memo toward a future workshop. If you cancel your registration up to five business days before the workshop, your registration fee will be refunded less a \$10 enrollment charge.

**CEUs:** Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions. RUCCEC is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

**Tax Deduction:** The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

## Registration Information

### 1. Enrollment Fee

**Group Discount: When 3 enroll from your organization, a 4th attends FREE!**

### 2. Names of Attendees ...

(Please list additional registrations on a separate sheet and attach.)

1. Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event # \_\_\_\_\_
2. Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event # \_\_\_\_\_
3. Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event # \_\_\_\_\_
4. (FREE) Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event # \_\_\_\_\_

Please send me \_\_\_ copies of **The Manager's Leadership Collection** (Item No. MELP0308) at \$185 each. Add 7% or applicable sales tax to your product payment. Shipping fees are \$6 for first item; \$1.50 for each additional item; express extra. Method of payment is indicated in step 5.

### 3. Company Information (Please Print)

Organization \_\_\_\_\_  
Address \_\_\_\_\_ Mail Stop \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_  
Approving Supervisor: Mr./Ms. \_\_\_\_\_  
Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
\*Phone \_\_\_\_\_  
\*\*Fax \_\_\_\_\_  
\*\*Your fax number will be used to send confirmation of your registration as well as to notify you of upcoming events in your area.

### 4. VIP Privileges Program – Join Today!

Join our *VIP Privileges Program* and enjoy exclusive discounts and benefits. We'll fax you and your organization first notice of upcoming events in your area, special discounts up to 50% and offers available to members only.

#### Sign here to join

By signing, you and your organization are giving permission for RUCCEC to use your fax number to notify you and your organization of upcoming seminars in your area and provide you with special discounts and offers.

### 5. Method of Payment

If you have registered by phone, please record your confirmation number here: \_\_\_\_\_

Check payable to National Seminars Group is enclosed.

Charge to:  MasterCard  VISA  American Express  Discover  Diners Club

Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
Signature \_\_\_\_\_

Bill my organization; Attn: \_\_\_\_\_

(Note: Full registration fee due and payable prior to start of workshop)

Our purchase order is attached (government, educational and health-care organizations only)

### 6. Important: Your VIP Customer Number

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Fill in your VIP Customer Number as it appears above the name on the mailing label.  
(Record the number even if the label is addressed to another individual.)

**SD, CT, and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here: \_\_\_\_\_ and attach a copy of your tax-exempt certificate.**

## Workshop Schedule



**NATIONAL SEMINARS GROUP**  
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Time-Sensitive Material

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