WARNING!
Every minute that you put off dealing with an employee issue, you face plummeting morale and lost productivity. You have to face employee problems head-on. That’s exactly what you’ll learn to do at this very powerful new day of training …

STRAIGHT TALK FOR UNPRODUCTIVE & UNDERPERFORMING EMPLOYEES

Take the stress and anxiety out of tough employee conversations and learn how to address performance problems once and for all!

- Get to the root of the employee behavior or performance problem
- Discover when discipline is no longer an option, but an absolute “must”
- Maintain your authority as a leader while still delivering feedback with tact and finesse
- Gain sincere commitment from employees to improve
- Get employees to really listen – even when they probably don’t want to hear what you have to say
- When and why you need to terminate nonperformers who simply can’t or won’t do the job

And more! See pages 4-5 for your complete agenda.

Enroll online at www.NationalSeminarsTraining.com or call 1-800-258-7246 today!
Is it time for some “Straight Talk” with your problem employees?

You know who: the nonproducers … the “just do enough to get by” folks … the people who wear on your last nerve with their excuses and complete disregard for getting the job done.

As a manager, you have to find a way to get through to your underachievers and problem employees. That’s why we developed this all-new day of training: to give you the no-nonsense solutions and straight-talk techniques you need to handle even your most difficult performance problems successfully!

A New Way to Look at Performance Issues That You Know You Must Solve

Straight Talk for Unproductive & Underperforming Employees arms you with the know-how you need to deal with all your staff performance problems. In just one day, you’ll learn how to confidently handle the conversations with employees that you’ve been dreading. You’ll view your challenging employees with a new insight … ready to do what it takes to rid your team’s and your morale and productivity hit new heights. End the feeling of dread before employee performance reviews.

Do these situations sound all too familiar?

[ ] You have an employee who does a fine job with her work, but she just can’t seem to get along with other people.
[ ] Every time you talk to an employee about doing something differently, he immediately gets defensive and won’t listen.
[ ] You supervise people who are so negative that you go home every day feeling drained.
[ ] Productivity isn’t where it needs to be because employees aren’t taking initiative, and you don’t know what to say to jump-start initiative.
[ ] A few individuals are so resistant to change that you have trouble initiating needed changes.
[ ] When you’ve confronted employees about poor performance in the past, the behavior got even worse.
[ ] No matter how tactfully you address a performance issue, some employees overreact to what you’re saying.
[ ] You have employees who refuse to change behavior, even though you’ve addressed the issues several times already.

If you’re experiencing any of these problems and frustrations, this results-focused day of training gives you the real-world solutions you need.

Our Guarantee You’ll Get the Know-How You Expect From This Training

When dealing with employee performance issues, you need to be absolutely certain you handle each situation fairly, tactfully, legally, and with the skill and finesse that produce permanent results.

This workshop is filled with innovative ideas and fresh approaches to solving your toughest performance problems.

We’re so certain that you’ll see positive results from this training that we guarantee it absolutely. At National Seminars Group we believe if you’re not completely satisfied, we’ll refund your enrollment fee in full. GUARANTEED!

10 BIG BENEFITS OF ATTENDING

1. Get respect from up and down the corporate ladder as an inspired, motivating leader who produces phenomenal results.
2. Understand why sometimes what you “say” isn’t what your employees “hear” … and what to do about it.
3. Learn how to determine if the feedback you’re giving will be seen as constructive or destructive.
4. Discover how to handle the employee who doesn’t take you seriously.
5. Know how to handle an emotionally charged situation without coming across too “soft” or too “hard.”
6. Stop wasting time addressing the same issues over and over again.
7. Understand your boundaries: Put an end to that nagging fear that your discipline methods might get you sued.
8. Watch your team’s and your morale and productivity hit new heights.
9. Develop an atmosphere of rapport, loyalty, trust, and good feelings between you and your employees.
10. End the feeling of dread before employee performance reviews.

Substandard Employee Performance Is One of the Biggest Money Drains Organizations Face Today!

Each year, organizations spend millions on poor-quality work, low employee productivity, high turnover, negativity, and absenteeism. You pay for it in time and money. You owe it to yourself and your organization to get the training you need.

Don’t Let This Important Opportunity Pass You By – Enroll Today!

You’ll leave this seminar with new confidence, armed with the skills and knowledge you need to evaluate and deal with your every performance problem – guaranteed. Enroll today by calling 1-800-258-7246 or visit our Web site at www.NationalSeminarsTraining.com. See you at the workshop!

10. Enroll online at www.NationalSeminarsTraining.com or call 1-800-258-7246 today! Special Group Discount: When 3 enroll from your organization, the 4th attends FREE!
Performance Tracking: Understanding the Nonperformers
- The most formidable challenges in management
- Top reasons people don’t do what they’re supposed to do
- “Won’t do” vs. “Can’t do”: Know the difference
- Assessing the procedure: Is it the problem or the solution?
- Matching leadership styles with the situation: why different employees require different approaches

Communication Essentials for Leaders
- Using reflective listening to hear the real story
- How to address poor performance and still leave the employee’s esteem intact
- Opening the door for honest communication
- Discussing a problem without pointing fingers and placing blame
- National Seminars Group’s exclusive 4-point system for handling the nonperforming employee

How to Approach Specific Unwanted Employee Behaviors With Authority and Tact
- What to do when your employee requires constant attention
- Effective ways to get more commitment from employees just “doing time”
- Charge up apathetic workers
- Dealing with the work effects of an employee’s personal problems
- Eliminating unwanted reactions to stress
- Stop a negative attitude from infecting the workplace
- Easy techniques to deal with the know-it-alls, whiners, and hostiles

Performance Reviews and Team Success
- Document, document, document! Make sure you have all the facts before you get started
- Managerial don’ts that could lead to hot water
- 8 steps to positive prevention
- The two most important questions to ask that cover all the bases
- Self-rating plans: Do they work?
- Getting a conversation going during the performance review
- Drawing conclusions and future plans for commitment

Disciplining Compassionately
- Putting the documentation together
- Warnings: when and how
- The Documentation Checklist: Make certain your ducks are in a row
- Specific signals that let you know your discipline is on target
- Putting your organization’s policies and procedures into action
- Interpreting your company’s employee handbook
- Establish a misconduct policy that is fair and covers all the angles
- How to skillfully confront the serious performance problem

Tackling Problems for the Last Time: Terminations and Resignations
- The final warning: how to be firm and specific
- When to skip the discipline process and go right to termination
- Dismissing people from their jobs with dignity
- The necessary steps in the separation process
- What to say to the rest of your staff when one employee is dismissed
- Making sure this behavior never occurs in your workplace again

Your Comprehensive Workshop Agenda
Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

How good is our training? Just ask our satisfied customers …

“This seminar is amazing.” ~ S. Clinton, Accounting Manager

“I loved this training – I’d attend again to get a boost!” ~ L. Siano, Engineer

“This training exceeded my every expectation. It was awesome!” ~ L. Rades, Administrator

“PACKED with valuable information!” ~ M. Howell, Supervisor

“The presenter made the information interesting, entertaining, and relevant to work. Thank you.” ~ D. Companaro, Managing Editor

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Just imagine how much more productive your workplace would be …

if every supervisor and manager knew how to give positive, productive feedback and criticism that eliminated unacceptable employee performance.

Impossible? Not at all! We can bring the extraordinary new workshop described in this brochure directly to your organization.

Not only will we present this training at a time and place most convenient to you, we’ll customize it to meet your unique organizational needs. Here’s what you can expect …

■ An expert trainer who’ll deliver energy-charged, results-focused training.
■ A customized program that speaks to your challenges.
■ Accelerated learning techniques that enable you to learn more in less time.
■ Instructional workbooks that can be used later as invaluable reference tools.
■ A 100% money-back guarantee of satisfaction.

Multiply the effectiveness of this skill-packed workshop by presenting it to your entire team of managers and supervisors. Then stand back and watch as poor performance melts away and positive can-do attitudes begin to thrive!

Call our Business Training and Development department at 1-800-344-4613, ext. 3051, for more information on how to bring this exciting workshop to your group. Or visit us online at www.NationalSeminarsTraining.com.

From Our Resource Center …

The Essentials of Discipline and Coaching

When Enough Is Enough – How to Discipline and Terminate Problem Employees

This info-packed DVD takes you through each step of progressive discipline – from verbal warning to written warning and then final written warning. (1 DVD)

Coaching for Performance – Getting Employees to Deliver Their Best

Learn how to emphasize what your employees do right, follow up with what needs improvement, and then encourage them to use their own critical-thinking skills. (1 DVD)

101 Sample Write-Ups for Documenting Employee Performance Problems

Make your job easier by providing ready-to-go documents that cover every kind of problem you can imagine. (Spiral-Bound, 367 pages with CD-ROM)

Bonuses:

Managing Employees With Rotten Attitudes

1 DVD, a $49 value

Item No. CRITD010 … Regular Price: $297
Buy Now For: $225 (You save 24%)
Plus get a $49 DVD absolutely FREE!

To order, call 1-800-258-7246 or see order form on page 7.

REGISTRATION FORM

1. Enrollment Fees

   Group Discount: When 3 enroll from your organization, a 4th attends FREE. Group discounts apply to seminar registrations only, and cannot be used for STAR12 memberships.

   □ Join STAR12 – Gold Membership: $599
   □ STAR12 Members Attend This Event for FREE!
   *$599 qualifies you for a Gold-level STAR12 membership, and entitles you to a full year of unlimited FREE access to every seminar in the STAR12 learning collection. Your membership will be activated upon receipt of your membership dues. For more information, visit www.natsem.com/STAR12.

2. Names of Attendees (Please Print)

   (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. Company Information (Please Print)

   (Please required in case of lost-moist changes)
   Organization ________________________________________
   Address ___________________________________________
   City _____________________________________________
   State/ZIP _______________________________________
   Approving Supervisor: Mr./Ms. _________________________
   E-mail Address ______________________________________
   **Phone ___________________________________________
   **Fax _____________________________________________
   Sign here __________________________________________

   **This fax number will be used to send confirmation of your registration as well as to notify you and your organization of upcoming events in your area and provide you and your organization with special discount offers. By signing, you and your organization are giving permission for RECC to use your fax number for these purposes.

4. 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: _______________________

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

5. Important: Your VIP Customer Number

   Fill in your VIP Customer Number as it appears above the name on the mailing label.
   (Be sure 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.

   Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

Workshop Schedule
When employee performance is off track, as a leader it’s your job to get it back on track. That’s why we’ve created this all-new workshop … to give you the techniques, tools, and proven strategies you need to get the results you require.

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