

**If you don't stop unacceptable behavior now, it's just going to get worse!**

# **HOW TO DEAL WITH UNACCEPTABLE EMPLOYEE BEHAVIOR**

## **A ONE-DAY SEMINAR FOR MANAGERS AND SUPERVISORS**

**Master essential skills required to resolve employee performance problems quickly and effectively**

- Tactful ways to open a difficult dialogue with an employee
- Deal effectively with an employee who won't admit his or her behavior is a problem
- Why failure to stop unacceptable behavior will lead to even worse behavior in the future
- Once and for all ... know what you can say and what you can't say when addressing a performance problem
- Effective ways to respond when an employee reacts angrily toward you
- The importance of documenting performance-related discussions
- Protect yourself legally when disciplining or terminating an employee

**And more! Do you have employees who are so difficult to deal with you're ready to pull your hair out? Spend one day at this seminar and you'll get the how to's you need to put an end to their unacceptable behavior for good!**

# Do You Ever Struggle With the Best Way to Counsel and Discipline Employees?

You've suspected Sam of padding his expense reports for several months. And you've just found more evidence that supports your suspicions. Even though you dread it, you know you have to confront Sam.

But as you call him in to discuss the problem, your mind starts racing. Should you come on strong to let him know you mean business, or should you take a softer approach? What should you do if he acts offended and clams up? Tries to make you feel guilty for accusing him? Or, worse yet, gets angry and threatens to quit?

If you've ever had to discipline an employee for problems like insubordination or excessive absenteeism, or had to counsel an employee for performance problems like missed deadlines or careless mistakes, you've probably run up against nagging dilemmas like these.

Unfortunately, there's no formula you can use to make counseling and disciplining an easy task. It never will be. But there is a way to make it a lot less risky, stressful and complex. It's this innovative and timely seminar coming to your area soon. And it's guaranteed to give you the skills and know-how you need to legally prepare for – and successfully handle – every counseling and disciplinary situation that comes up.

In just six hours, you'll gain the insight and tools you need to counsel employees about their performance ... learn guidelines to follow when discipline is unavoidable ... discover real-life tips for staying in control of potentially explosive situations ... and determine what to do to legally protect your company and yourself.

The result? You can confront an employee when it's necessary, resolve the problem and get back to work, without a lot of hassles and headaches.

## Why This Seminar Works

We won't waste your time on pat answers you'd find in management textbooks – approaches that are long on theory but short on practice. Instead, we'll look at tough, real-life situations that occur in the workplace. And we'll deal with the questions, reservations and concerns managers like you face when confronting employees.

For example, you'll learn strategies the pros use when they must call an employee "on the carpet" – and how

they get positive, constructive results from every confrontation. You'll discover how to strictly enforce company policies without seeming like a police officer. And you'll learn how to protect yourself legally when you fear an employee you've disciplined may sue.

## It's An Investment That Will Keep Paying Off

This seminar will pay for itself again and again, and here's why:

First, you'll gain the self-confidence and know-how you need to manage every discipline problem correctly – no matter how tricky or complicated it might be. Instead of dreading or putting off confronting an employee because you're not sure what to say or how an employee will react, you'll be able to address and resolve problems quickly – even on the spot.

Second, as you apply these skills and techniques, you'll be amazed at how easily you can turn problem employees around ... even those who may be inches from being fired.

Third, you'll avoid the costly and damaging results of conducting counseling sessions the wrong way, like misunderstandings, resentful employees, low morale and poor productivity. And you'll also be able to sidestep the legal pitfalls of disciplining incorrectly – hassles that take a bite out of your credibility and your company's bottom line.

## It's A No-Risk Offer

You will be completely satisfied with what you learn at this seminar or we'll refund your entire registration fee.

### Companies and Organizations That Have Sent Employees to Our Seminars

Nordstrom • Honeywell • Ben & Jerry's Ice Cream • U.S. Coast Guard • Goodyear Aerospace • Century 21 • Macy's • McDonald's • Wal-Mart • Sprint • Tektronix • Touche Ross • Johnson & Johnson • National Association of Realtors • U.S. Navy • Georgetown University Medical Center • Atlantic Richfield • American Bar Association • IBM • National Geographic Society • AT&T • Texas Instruments • NASA • Hughes Aircraft • The World Bank • Digital Equipment Corp. • Hewlett Packard • City of Los Angeles • Bank of America • Pacific Mutual Life Insurance • American Express • Transamerica Occidental Life Ins. • Pitney Bowes • Citicorp Real Estate Corp. • Anheuser Busch Co., Inc. • Great Western Financial Security • Monsanto • **And over 750,000 more!**

# What You Can Expect To Learn:

## How to Conduct an Effective Discipline Session

- The first and most important step in formal discipline
- 3 things to say when an employee blames the problem on you
- Are your disciplinary procedures legally secure? How to determine if they are
- 5 employee actions that call for immediate termination
- 3 words you should never use in a verbal warning
- Should discipline ever include a decrease in pay? Here's what the experts say
- How "employee privacy" issues can affect your disciplinary process
- What you must know about disciplining employees for breaking "unwritten" rules
- How to open a discipline session so you're calm and confidently in control from the get-go
- When you don't like an employee's after-hours behavior – what can you do?
- 1 time when the failure to discipline could land you in legal hot water
- 2 ways to use discipline as your most effective employee development tool

## How to Improve Employee Performance

- Counseling contract employees – why, when and how you should do it
- How to feel more comfortable with tears, anger and other employee emotions
- "Corridor Confrontation" . . . what it is and how to avoid its damaging effects
- How to save face when someone criticizes you in front of your employees
- How to overcome the 2 reasons some managers hesitate to counsel older employees
- The "E.C.S." approach to avoiding buildups that can result in blowups
- The 1 time you may want to put off confronting employees
- What it can mean if employees DON'T get defensive during a counseling session

## How to Confidently Counsel and Discipline

- 2 times you should allow employees to criticize your performance
- How to respond when an employee claims "you're not being fair"
- The wisest way to proceed when you've inherited another manager's discipline problem

- 3 damaging discipline mistakes managers make and how you can sidestep each
- Are you all bark and no bite? Steps for following through on every warning
- How some managers encourage problem behavior without knowing it
- 4 proven styles of disciplining and how to tell which is right for you
- How to mentally prepare for a discipline session you're dreading
- 3 ways to tell if you're getting the real story from an employee
- How to prevent a counseling session from turning into a gripe session
- How to avoid the "sergeant syndrome" when you have to enforce company policies

*"Outstanding material and information. Presentation was very well done and retained my attention the entire time."*

Richard E. Forney, Jr.  
Del Pass Country Club

*"I found the entire seminar enjoyable and very beneficial."*

Lois Hecker  
U.S. Attorney's Office

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

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

# How Should This Employee Be Disciplined?

SITUATION: Brian is a conscientious employee who produces superior work. But sometimes he puts so much time and effort into projects that he misses deadlines. In the past, the tardy work hasn't caused any real problem and the quality of the work has been worth the wait. But, this time, Brian turned in an important proposal over a week late, and as a result, his company missed a chance to bid on a large account.

Here's how three managers told us they would handle this situation. Please mark whether you think their responses would be effective or ineffective.

E=Effective  I=Ineffective

## MANAGERS' RESPONSES:

- Start formal disciplinary procedures by giving Brian a written warning and tell him if he misses another deadline, he will face further disciplinary action.
- Tell Brian the damage his missing the deadline caused and leave it at that, knowing that, as a professional, he will understand how critical deadlines are and will probably never miss another one.
- Confront Brian on the spot, letting him know how unprofessional and damaging his actions were . . . and how angry you are with him.

Check your answers against our panel of experts . . .

**RESPONSE #1 – Ineffective.** This action is too severe because the manager had not previously warned Brian of the consequences of missing deadlines and Brian had not been reprimanded for missing deadlines in the past. Instead, the manager should give Brian a verbal warning, explaining the need to meet deadlines and the consequences of missing another deadline.

**RESPONSE #2 – Ineffective.** By failing to explicitly tell Brian that missed deadlines will not be tolerated in the future and explaining to him the consequences of missing another one, this manager's response is too indirect. Instead, the manager should tell Brian exactly what is expected of him in the future and not leave the discussion open for possible misinterpretation.

**RESPONSE #3 – Ineffective.** This manager shows poor judgment by emotionally confronting Brian within earshot of Brian's peers and subordinates. Instead, the manager should call Brian in for a private, closed-door conference and calmly explain the problems that Brian's actions caused and give him a chance to explain.

*As you can see, handling discipline in your office can be a sensitive matter that requires much thought, planning and preparation. But in this seminar, you can easily learn the dos and don'ts of disciplining employees that will enable you to handle every situation effectively and correctly.*

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

## Are "What Ifs" Holding You Back?

Have you ever backed off from counseling or disciplining your employees because you were worried about how they might react? Maybe you wondered "what if the employee gets angry ... defensive ... won't take the problem seriously ... or becomes threatening?" If so, this seminar is definitely for you.

In just one day, you'll learn proven strategies you can use to prepare yourself to handle even the most sensitive counseling and disciplinary situations. In fact, you'll gain techniques for resolving people and performance problems quickly and effectively so everyone can get back to work. Techniques and insight in:

- Time-tested ways to rebuild confidence in an employee you've counseled
- Hot liability issues you need to consider before starting disciplinary procedures
- How to tell if you're giving employees too many chances to improve
- Questions to ask to ensure you're not too quick to criticize
- And much more

Once you master these valuable techniques, you can be sure you'll never be caught off guard by an employee's reaction – putting an end to nervousness and uncertainty you may feel before counseling or disciplinary sessions. So call today – and eliminate the dreaded "what ifs" once and for all.

**We promise it in writing!**

Keye Productivity Center has taught thousands of men and women in seminars across the country the secrets to successful counseling and discipline. In fact, we're so convinced you, too, will learn the skills you need to effectively counsel employees and get them back on track, that we offer an unconditional money-back guarantee.

What are you waiting for? There's nowhere else you could get such a high return on such a no-risk investment, so register now!

## Expect The Best From Keye Productivity Center

If there is one thing business owners and managers will agree upon, it's this: Improving their company's bottom line is their #1 goal.

To help businesses meet that goal, Keye Productivity Center was created several years ago . . . a seminar company that teaches employees innovative, but proven, skills that will dramatically improve their on-the-job performance and their company's productivity.

So, if the thought of performing at a peak level sounds good to you, say "yes" to this seminar. You can bet, you'll never regret it.



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**It's no wonder that STAR12 is taking the business world by storm!**

After all, for one low annual fee, STAR12 members get unlimited access to every seminar we offer. That's pretty amazing.

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Become a STAR12 member today for only \$599,\* which allows you to attend **How to Deal With Unacceptable Employee Behavior** – or any other seminar in the STAR12 learning collection – for FREE! Call 1-800-258-7246.

\*\$599 entitles you to a Gold-level individual STAR12 membership.

# It's An Offer You Can't Afford To Pass By!

You'll learn proven skills you can use to make every counseling and discipline session go smoothly without the nerves and stomach "butterflies" to mess it up – and rebuild employee confidence in you, and themselves.

And, we've kept in mind your concern for getting the most from every dollar spent. The enrollment fee is a small price to pay for a wealth of information and insight necessary to resolve unacceptable employee behavior and get everyone working together.

Remember, too, that we're bringing this seminar to a location near you, so there's no expensive travel or lodging to inflate this price.

What it boils down to is value. Our skill-loaded workshops are presented by qualified experts using the latest, most constructive training methods ... are held at a location near you to hold down time spent away from the job (and your costs) ... and come with a money-back guarantee!

## We'll Bring This Seminar and Others to Your Company – At a Considerable Savings

We can present this entire seminar (or any of our other valuable programs) at your location for you and your colleagues. Your company will gain considerable savings, and your coworkers will profit from this personal training session. Call our On-Site Division at 1-800-344-4613 for more information.

### Recommended Resources From Our Training Experts ...

## Don't Let Negativity Ruin Your Workplace!

Learn how to coach employees to better performance and properly discipline when needed. This package is designed to help you survive and transform negativity in your organization!

### The Negativity Collection Includes:

- *Coaching for Performance* (DVD with PDF job aids) Getting Employees to Deliver their Best
- *When Enough is Enough* (DVD with PDF job aids) How to Discipline and Terminate Problem Employees
- *The Secret to Developing Peak Performers* (Audio CD) Inspire your team and earn their loyalty and trust

Item No. YKCD0309 ... Retail Price: \$217

**Your Price: Only \$199**

**Satisfaction 100% Guaranteed!**

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

## To Enroll ...



Register online at  
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Or call toll-free  
1-800-258-7246



Or fax the completed  
registration form to  
1-913-432-0824



Or mail the form to:  
Keye Productivity Center  
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.

**CNE:** Rockhurst University Continuing Education Center, Inc. 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 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.

- STAR12 Gold Membership\*: \$599**  
*Join STAR12 and 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](http://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 #: \_\_\_\_\_

- Please send me \_\_\_\_\_ copies of *The Negativity Collection* (Item No. YKCD0309) at \$199 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 4.

### 3. Company Information (Please Print) \*Phone required in case of last-minute changes.

Organization \_\_\_\_\_  
Address \_\_\_\_\_ Mail Stop \_\_\_\_\_  
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 RUCEC 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 Keye Productivity Center 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)

### 5. 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.

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

## Workshop Schedule

**Key Productivity Center**

P.O. Box 419107

Kansas City, MO 64141-6107

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*Details on page 5.*

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