



Management Essentials Certificate Courses

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Improving Results: Managing Difficult Personalities and Correcting Performance Problems (MEC0043) Improving Results Managing Difficult Personalities and Correcting Performance Problems

10% of the workforce is chronically problematic. They are hard to manage, hard to motivate, hard to avoid, and ironically, some of the longest serving, most loyal employees in your organization. But you gotta stop them from spewing their negativity, displeasure and destructively impacting your department's performance. How? Learn the solution with us.

This interactive course will teach you how to...

- Confront behavior issues that decrease morale and productivity
- Reframe performance issues in terms of behavior instead of attitude
- Engage in positive discipline
- Create more engaged, confident, trusting, and productive employees
- Avoid legal repercussions and approaches that don't work or backfire

WHAT YOU WILL LEARN

COURSE HIGHLIGHTS

Eliminating Erratic Performance and Conduct

Your top performer just left - want to know why, you ignored the performance problem and ripple effect of "Bad Behavior Billy" on the department hoping it would fix itself. Keep your top performer and turn "Billy" into "Productive Paul" as you learn the key steps to quickly and effectively address performance and behavior issues. Poor performers know your handbook inside out and are always ready to go to HR or an attorney. Learn to limit legal repercussions as you correct behavior.

Stopping Bad Behavior in its Tracks

It is a special talent to crush the morale of everyone all the time. You have at least one employee that does this, even if you just announced a raise - they will crush the positive feelings in a second. Stop them in their tracks with powerful language patterns for disciplinary conversations while avoiding certain inflammatory words. Learn how high-caliber leaders couple concern and discipline to gain maximum results. Understand how to manage and constructively respond to "can't do" and "won't do" responses.

Helping Employees Meet Your Behavior Standard

You can't manage, measure, enforce or coach attitude. Learn to reframe attitude issues as behavior issues to gain something you can manage, measure, enforce, and coach. Apply a consistent and actionable "Standard of Performance" in your department and help employees meet this standard. Avoid disciplinary approaches that don't work or worse, intensify the bad behavior.

Turning Demanding Employees into Productive Employees

Understanding where the difficult employee is coming from is half the battle in correcting the behavior. Study four general "personality spheres" to learn when each becomes difficult and learn how to communicate with them in their preferred style. Take advantage of personality quirks and traits to build strengths and drive productivity.

A CONVENIENT AND IMPACTFUL LEARNING EXPERIENCE

Our carefully selected courses give you tools and techniques to advance your career while helping you make your organization more competitive, productive, and profitable. You get timely, relevant information and practical strategies that you can immediately apply to your unique situation. Best of all, you can work at your own pace right from your office or home.

Course access begins
April 30, 2014

**REGISTER
NOW!**

This course earns PBI Credit
toward the Management
Essentials Certificate

- All materials online
- Move at your own pace...
take up to 3 weeks
- No classrooms or travel
- Personalized instructor
feedback

Management Essentials Certificate Courses

Choose 5 of 10 to earn your certificate

1. Strategic Feedback and Coaching
2. Diffusing Workplace Negativity
3. Motivating without Money
4. Implementing Change Successfully
5. Recruiting and Building your Team
6. Strategic Budgeting and Analysis
7. Promoting Employee Engagement
8. Transforming Difficult Conversations
9. Developing Accountable Teams
10. Managing Difficult Personalities

Request More Info

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SUBMIT

HIGH-QUALITY TRAINING WITHOUT THE HIGH COST

For only \$495, you get exclusive online access to:

- **Expert presentations** from leading industry professionals
- **Interactive discussions** to network with your peers
- **Supplementary readings** for further study and reflection
- **Activities with instructor feedback** that help you pull it all together and move forward with confidence
- **Convenient on-line training** - no classrooms or travel

You have up to three weeks to complete the course. When you do, you will earn one of five credits needed to receive your Management Essentials Certificate.



Course access begins
April 30, 2014

Register [here](#) or call 877-477-1755