

Wednesday, July 26

8:00am – 10:00am
Instructor: Janie Breth

DIVISION FOR WORKFORCE AFFAIRS

TRAINND SOUTHEAST

HR Topic:

Working with Difficult Employee Problems

Employee morale, productivity and customer service levels are at their highest when employees work effectively as a team and practice basic tenets of civility and respect for each other. This, unfortunately, is not always the case when employees display inappropriate and disruptive behaviors. Behavior that is not consistent with basic collegial and professional expectations can result in significant negative consequences to the organization and its people and can increase an organization's potential legal liability.

This training looks at some of the most common types of difficult and disruptive employee behaviors, identifies the potential risks to the organization if the behavior is not corrected, and offers suggestions for constructively managing the performance of individuals exhibiting these behaviors in the workplace.

■ LEARN

- Hire for attitude as well as skill set
- Work through different types of problem behaviors

HOW

- Know HR's role and when to go to HR
- Navigate legal issues

TO:

- Use strategies for Dealing with Difficult Employees and Disruptive Behaviors