



# He said WHAAAATTTT?!!!

## Dealing with Difficult Employees

Our brand new workshop is for managers challenged with employees acting in an outrageous and difficult manner – and how to deal with them. Through case studies and role plays we'll explore the ins and outs of addressing the emotional responses of employees in difficult situations. Don't wait until you're in the room with one of these types before you explore the best approach.

You'll learn how to deal with employees like these:

**Debbie N. Denial** - refuses to acknowledge or sign your discipline notice

**Harry S. Hostile** – angry and defensive when he receives feedback

**Pitiful O. Pete** - brings personal problems to defend poor performance

**Sobbing Sandy** - cries in the performance improvement discussion

**Stormin' Norman** - walks out during a tense performance meeting

Prerequisite- Attendees must have completed our Performance Management workshop "Everybody's a Winner or They're Outta Here" or an equivalent class. A make up class will be offered in early September.

**Cost:** \$119 per person; Silvers retained client rate is \$40 per person;  
Silvers HR Connection members pay \$60

The workshop will be held on Thursday, September 23, 2010  
at 3800 Watt Ave. Suite 115, in Sacramento  
(9:00 am— Noon)

Registration closes 9/10/10

Contact Mary Patterson at [mary@silvershr.com](mailto:mary@silvershr.com) or (916) 791-8506

