

"

## “Leading Difficult Employees” (1 day)

**LeadingLeaders LLC**

WHY YOU SHOULD ATTEND	PROGRAM OVERVIEW
<ul style="list-style-type: none"> <li>To be a more effective leader by learning how to lead difficult employees</li> </ul>	<p>There are employees in most organizations who exhibit behavior that makes them very difficult to work with. This behavior negatively affects other employees and clients and can have a negative impact on a professional and respectful workplace. People in a leadership or managerial position have the duty to deal with these employees in an appropriate manner in order to either correct the behavior or enforce the consequences.</p>
WHO SHOULD ATTEND	
<ul style="list-style-type: none"> <li>Executives and senior managers who need to set and maintain the expectations and accountability for behavior and professional conduct in the workplace</li> <li>Middle managers and first line supervisors who need to deal directly with difficult employees and take effective action to correct the behavior or apply the consequences</li> </ul>	<p>This very interactive, one-day seminar will inform you on why people may be difficult to work with, how to recognize the behaviors of difficult employees and how you can positively react to these behaviors.</p> <p>In this seminar, you will:</p> <ul style="list-style-type: none"> <li>Identify your leadership style(s), strengths and weaknesses</li> <li>Discover your blind spots with the people that you supervise</li> <li>Learn about the neuroscience of leadership</li> <li>Examine emotional intelligence (EI) and how to use it constructively</li> <li>Learn about the 8 types of difficult people</li> <li>Recognize conflict-inducing behaviors</li> <li>Identify positive strategies for dealing with challenging personalities</li> <li>Learn a 6-step technique to develop assertive responses</li> <li>Learn about the HR and legal concerns</li> <li>Discuss what to do if your boss is difficult</li> <li>Learn the “21 Leadership Secrets of Success”</li> </ul> <p>Most people come to work each day wanting to do a good job and to be recognized for their contributions. <i>Great leaders strive to keep that number as close to 100% as possible!</i></p>
INSTRUCTOR BIOGRAPHY:	
<p>Rear Admiral Michael Giorgione (Ret.) served for 29 years in the Navy’s Civil Engineer Corps and retired in 2010. He served in leadership positions around the world and held four commands during his career, including the unique assignment as Commanding Officer at the Presidential Retreat at Camp David and his final command as Commander, Naval Facilities Engineering Command, Pacific and U.S. Pacific Fleet Civil Engineer. After four years in the private sector, he moved full time to devote his time and energy to leadership development and executive coaching through LeadingLeaders. His clients include small and large companies, the Department of the Navy and he also guest lectures at several prominent universities. In October 2017, he successfully published his first book: <u><a href="#">Inside Camp David: The Private World of the Presidential Retreat.</a></u></p> <p>Mike is a 1981 graduate of the U.S. Naval Academy, with a B.S. degree in Ocean Engineering and an M.S. degree in Civil Engineering from Penn State. He is an honor graduate from the Defense Language Institute and also holds executive business certificates from the Fuqua School of Business at Duke University and the Kenan-Flagler School of Business at UNC Chapel Hill. He is a registered engineer in Pennsylvania and an SAME Fellow.</p>	
COURSE POINT OF CONTACT	<p>Michael A. Giorgione, <a href="mailto:mike@leadingleaders.org">mike@leadingleaders.org</a>, 619-495-7983</p>