



# Alabama Small Business Development Center Network

Strengthening Alabama's Economy, One Small Business at a Time.

[www.asbdc.org](http://www.asbdc.org)

## How To Manage Problem Employees & Difficult Supervisory Situations

July 26, 2011 \* 8:30 am - 12:00 pm

Registration is now underway for UNA's How To Manage Problem Employees & Difficult Supervisory Situations offered by Continuing Studies and Outreach. You can register online at [www.una.edu/continuing-studies](http://www.una.edu/continuing-studies) (select Human Resources), or contact our office at 256-765-4862 to register by phone. We accept all major debit and credit cards. Please share this email with others who may be interested.

Course Number: 11-HR0726

\*\*The Course has been approved for 3.75 HRCI hours\*\*

Price: \$129 if registered by July 21; \$149 after July 21

Location: UNA East Campus, 1640 Tune Ave., Florence, AL 35630

Inspiring or motivating a team can be rewarding, but managing people isn't always a cake walk. In fact, the ridiculous problems people can create can seem downright impossible to solve at times. This special program focuses on how to best address, resolve, and prevent a whole array of the most common - and most challenging- aspects of dealing with people. You'll learn how to handle absenteeism, apathetic employees who just don't care, bullies, employees who are chronically late, how to supervise friends and former piers, employees who always answer "I don't know" or "that's not my job", employees who blame everyone else, insubordination, know-it-alls, negative attitudes, narrow minded people, pathological liars, short tempers, and prima donnas.

You'll also learn what causes rumors, office gossip and grapevines, and how to manage office politics so that you don't get sabotaged and so that none of your employees get eaten alive by the vultures who sometimes slip through. You'll discover special techniques for dealing with employees or managers who won't make commitments and decisions or constantly procrastinate.

Plus you'll learn how to handle sensitive legal issues like sexual harassment, employee theft, alcohol and drug abuse, and how to legally fire people.

### MEET YOUR INSTRUCTOR:

Glenn Shepard Seminars presents SHRM accredited seminars to over 146 universities nationwide. Glenn lives in Nashville, Tennessee, and has been in management for 25 years. He is the author of six books, including "How to Manage Problem Employees" and the #1 best seller "How to Be the Employee Your Company Can't Live Without", which has been published in five languages. He has been personally recommended by the CEO's of Staples, Office Depot, Ruby Tuesday's, Cessna, and 1-800 Flowers.

*"The SBDC at University of North Alabama is a part of the Alabama SBDC Network. Funded in part through a cooperative agreement with the U.S. Small Business Administration. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Contact Phillip Marks, UNA-SBDC, 143 Keller Hall on the UNA Campus, UNA Box 5248, Florence, AL 35632, Phone: 256-765-4668."*