

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/2290

Managing the "Unmanageable": Tough People, Tough Situations

Be empowered to deal with challenges that impede morale and productivity

One of the toughest parts of a manager's job is dealing with and turning around problem employees. Whether it's passive/aggressive direct reports or conflict resulting from generational or cultural differences, the issues are complex and filled with emotion. The solutions aren't always found in "Management 101"—but in this course, you'll gain skills and tools for resolving situations and keeping problems from getting out of hand. You'll also work through your toughest situations with the help of guided role plays, exercises and skill practice sessions.

How You Will Benefit

- Motivate over-taxed and "burned out" employees
- Effectively deal with employees in crisis and dysfunctional behaviors
- Address multi-cultural and multi-generational conflict in the workplace
- Prepare for a potentially confrontational conversation
- Reset expectations and lay a solid go-forward plan
- Protect yourself and your company by minimizing employment-related liability

What You Will Cover

- Understanding the connection between difficult behavior and personal style
- Learning the role of power, structure and tension in work relationships
- Applying leadership defense principles
- Troubleshooting common scenarios that put your "manager muscles" to the test
- Mediating employee disputes
- Understanding and applying fact-specific performance and corrective action do's and don'ts
- Terminations for cause vs. resignations by mutual consent
- Leveraging workplace security options and resources

Who Should Attend

Directors, managers, supervisors, team leaders and anyone who manages or directs others.

Schedule

- [2] days - \$2,095 Non Members
- [2] days - \$1,895 AMA Members
- [2] days - \$1,795 GSA

Credits

1.2 CEU

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