



Changing the Most Challenging

Confront the negative attitudes that dis-empower staff & lead to complacent, inconsistent practises & move towards positive outcomes

"Problem" Employees:
 + Getting from personal to objective
 + Progressive discipline strategies
 + Knowing when and how to refer

Crisis Management:
 + Assessing the "hot" buttons
 + Controlling the out-of-control
 + Moving to resolution

Staying Motivated:
 + Preparing for the next change...
 + When things don't work out

★Recommended Option

Target	Front-Line Staff	Registered Staff	Managers
	●	● ★	● ★

Schedule	1 Hr *	1½ Hr *	3 Hr *	Full Day	Multi-Day
				● ★	

*can be repeated multiple times throughout the day.

Extras	Handouts	Posters	Certificates	Info Binders
	●	●		

NOTES:

