



Frank D. Lanterman Presents: Effective Strategies for Managing Challenging Employees with Tom Pomeranz, Ed. D.

When: Friday, July 12, 2019

Agenda: 9:00 am - 9:30 am: Check-in & Coffee

9:30 am - 3:30 pm:

Description: For both the new and seasoned manager, the difficult employee can serve as the greatest obstacle in providing an effective and team oriented environment. This presentation provides the audience with ten tips for gaining and staying in control of difficult employees. Dr. Tom Pomeranz details factors which influence some employees to behave in passive aggressive ways and shares how managers can help the difficult employee conduct themselves in more socially acceptable ways. Through the implementation of five intervention approaches, detailed in the training, many difficult employees take their place as valued team members. The session compares and contrasts the use of personal power versus positional authority as a preferred management approach in resolving conflict nurtured by the difficult staff member.

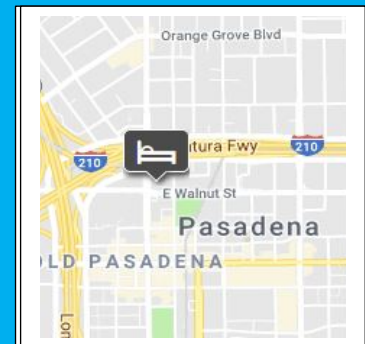
Space is limited: Registration closes on 7/11 at 12:00 p.m.

<https://fdlrcprovider.arcalearn.org>



Location

COURTYARD LOS ANGELES
PASADENA/OLD TOWN
180 North Fair Oaks Ave
Pasadena, CA 91103



Friday July 12, 2019

9:30 AM – 3:30 PM

9:00 AM Check-in

Space Is Limited

**PARKING WILL BE
VALIDATED**

REGISTRATION

EARLY BIRD

\$20.00 by 6/21/19

REGULAR

\$35.00 after 6/21/19

REGISTRATION

DEADLINE

7/11 at 12 p.m.

(as space allows)

Questions?

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or

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