

# SUCCESSFULLY MANAGING EMPLOYEE:

ATTITUDES > MORALE

PERFORMANCE/SUPPORT OF CHANGE

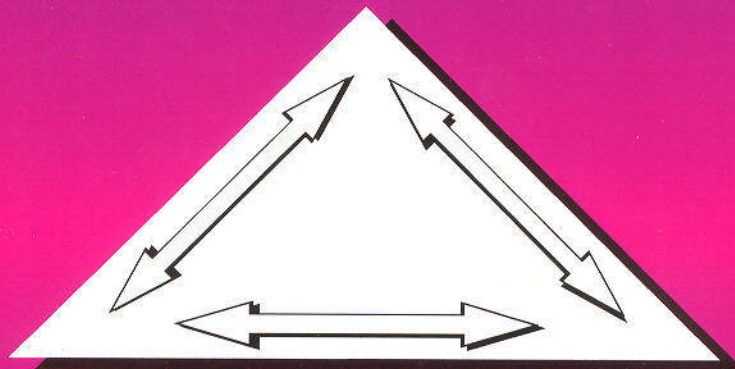
This presentation presents a clear road map for effectively responding to employee surveys and 360° managerial assessments.

*“Increasing Managerial Competencies”*

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## The Three-Cornered Challenges

Attitudes and Morale



Performance  
and Efficiency

Organizational  
Initiatives and Change

### Participants Will Learn To:

- ◆ Identify the attitude and morale enhancers
- ◆ Diagnose the root causes of negativity and bad attitudes
- ◆ Implement efficient strategies to neutralize the influence of bad attitude employees
- ◆ Discover the five primary factors that influence employee performance
- ◆ Deal effectively with unacceptable performance and negative/disruptive behaviors
- ◆ Develop real-world strategies for successfully managing change
- ◆ Avoid the leadership behaviors that inadvertently contribute to change resistance

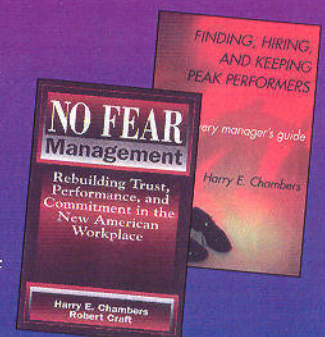
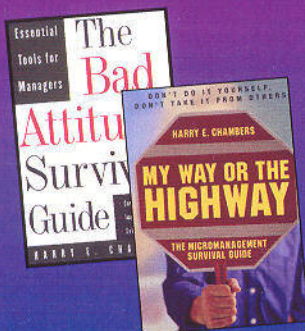
This content-rich training program is presented by  
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# Successfully Managing Employee:

## Attitudes, Morale, Performance and Support of Change


### Course Description

A two-day, content-rich presentation addressing the primary real-world challenges facing every supervisor, middle manager, team leader and executive in all organizations in today's workplace.

### The Three-Cornered Challenges of Influencing:

- ◆ Employee attitudes and morale
  - Eliminating oppositional attitudes and negativity
  - Increasing morale
  - Maximizing support, cooperation and collaboration
  
- ◆ Employee performance, quality and efficiency
  - Maximizing the productivity of peak performers
  - Moving mid-range performers up on the efficiency/productivity scale
  - Dealing effectively with poor performing employees
  
- ◆ Employee response to organizational initiatives and change
  - Leading people through inflicted/imposed change
  - Imbedding change in the organizational culture

### Enhanced Managerial Competencies include:

- Decisiveness
  - Impacting performance and morale
  - Influencing/negotiating
  - Conflict resolution
  - Team building
  - Effective communication
  - Managing change
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# PROGRAM MODULES

## PHASE 1

### REAL-WORLD LEADERSHIP

#### MODULE ONE – TODAY'S LEADERSHIP REALITIES

- ◆ The flaws in today's leadership training
- ◆ The critical shift from management to leadership
- ◆ Assessing your leadership style
- ◆ Enhancing leadership communication
- ◆ Meaningful responses to employee surveys
- ◆ Strategies for responding to 360° managerial assessments

## PHASE 2

### CONQUERING BAD ATTITUDES

#### MODULE TWO – ATTITUDES AND MORALE

- ◆ The major influencers of morale
- ◆ Morale building managerial behaviors
- ◆ The six primary root causes of negative attitudes
- ◆ Understanding how attitudes impact behavior, productivity and quality
- ◆ Balancing optimism, pessimism and avoiding negativity
- ◆ Imbedding optimism in the corporate culture

## PHASE 3

### THE ISSUES OF EMPLOYEE PERFORMANCE

#### MODULE THREE – THE REALITIES OF MOTIVATION AND JOB SATISFACTION

- ◆ The shift in today's workplace motivation
- ◆ The leader's realistic role and responsibilities in motivating employees
- ◆ The 10 critical factors in creating a motivating environment
- ◆ The 4 basic tenets of establishing a motivational culture
- ◆ The top 10 de-motivators

#### MODULE FOUR – IMPACTING PERFORMANCE, EFFICIENCY AND PRODUCTIVITY

- ◆ The five primary factors that influence employee performance and productivity
- ◆ Managing “up” the peak-performing employee
- ◆ The middle of the performance curve; the greatest opportunity for impact
- ◆ Correcting performance problems at all levels
- ◆ Assessment tools for accurate diagnosis of performance problems
- ◆ Successfully dealing with:
  - Insubordination
  - Absenteeism and tardiness problems
  - Procrastination
  - Veteran employees who are “skating”

#### MODULE FIVE – EFFECTIVE COACHING

- ◆ The three-tiered coaching strategy
- ◆ Identifying the impediments to successful coaching
- ◆ Effectively delivering constructive criticism
- ◆ The eight-step coaching model
- ◆ When coaching fails: The appropriate use of the disciplinary process

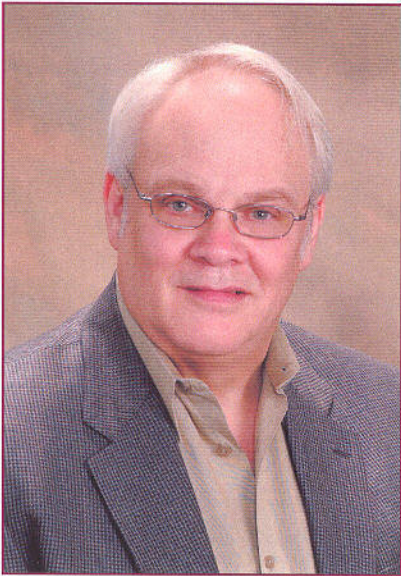
## PHASE 4

### SUCCESSFULLY MANAGING CHANGE

#### MODULE SIX – LEADING PEOPLE THROUGH INFLECTED/IMPOSED CHANGE

- ◆ The two types of change
- ◆ The two issues of change
- ◆ The three root causes of resistance
- ◆ Identifying managerial driven resistance
- ◆ Strategies for overcoming negative reactions
- ◆ Avoiding the predictable change traps
- ◆ Best Practice: Successful change implementation strategies behaviors

# Harry E. Chambers



**Author of:**

***The Bad Attitude Survival Guide: Essential Tools for Managers.***  
Reading, MA: Addison Wesley Longman, 1998.

***No Fear Management: Rebuilding Trust, Performance and Commitment in the New American Workplace.***  
Delray Beach, FL: CRC/St. Lucie Press, 1998.

***Getting Promoted: Real Strategies for Advancing Your Career.***  
Reading, MA: Perseus Books, 1999.

***Communication Skills for Scientific and Technical Professionals.***  
Cambridge, MA: Perseus Books, 2000.

***Finding, Hiring and Keeping Peak Performers.***  
Cambridge, MA: Perseus Books, 2001.

***My Way or the Highway: The Micromanagement Survival Guide.***  
San Francisco, CA: Berrett-Koehler Publishers, 2004.

**Harry brings 30+ years of practical business experience** to his content-rich presentations. His experience ranges from that of an hourly employee to executive officer in the sales, operations, training and administrative areas with privately held and Fortune 500 companies. He is President of the Atlanta-based training/consulting company, Trinity Solutions, Inc. and a graduate of Kent State University.

Harry has worked extensively with industry leaders such as Cingular Wireless, Pratt and Whitney, and Carrier Corporation, as well as many public sector and non-profit agencies. He is a frequent presenter at Inc. Magazine's Leadership Development conferences and his work has been featured on the web sites of CNN FN and Business Week OnLine. An award-winning author, his books have been translated into six foreign languages. His articles, excerpts, and direct quotes appear in many publications and journals, including *Executive Excellence*, *Success* and *Cosmopolitan* magazines. He has been interviewed on **NBC's Today Show**, **ABC's Morning News**, and **National Public Radio's "Morning Exchange."** He is a frequent guest on radio talk shows discussing **"Negativity in the Workplace"** and **"Dealing with Bad Attitudes"** along with a variety of management and leadership issues.

**Harry** has professional relationships with the following universities:

University of Arkansas, Sam M. Walton School of Business

Boise State University, Center for Management Development

University of Georgia, Carl Vinson Institute of Government

University of Minnesota, Carlson Business Center

Southwest Missouri University, Management Development Institute

*He serves on the Board of Directors for America Outdoors, the premier association for whitewater rafting companies and outfitters.*

**Satisfied clients include:**

Tyson Foods

TEVA Pharmaceuticals

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Electrolux Home Products

Make-A-Wish Foundation

Georgia Hospital Assoc.

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