

HOW TO MANAGE Problem Employees

June 27, 2025
1:00 - 2:00 PM Central

*A Glenn Shepard
Signature Series™
Masterclass*

2025





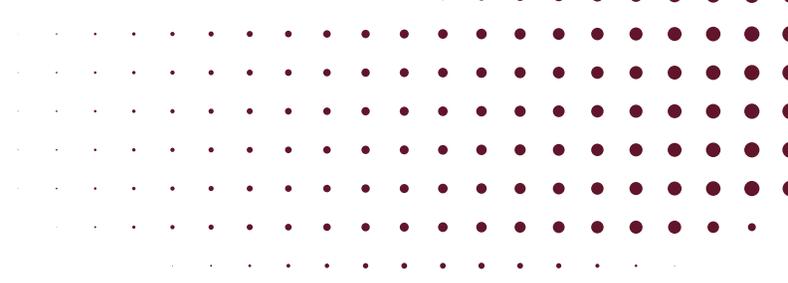
Psychological Principle #1

Behavior that gets _____
gets _____.



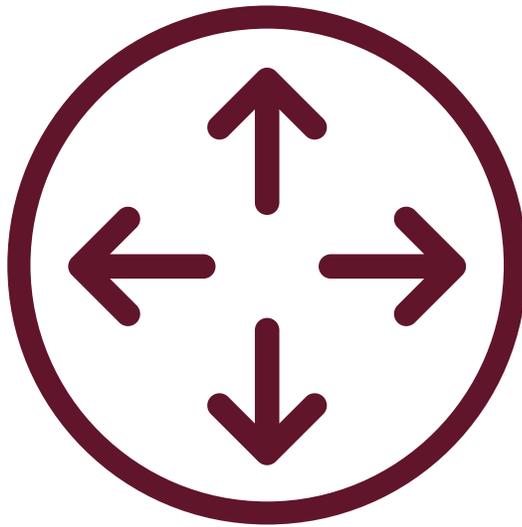
Psychological Principle #2

Bad behavior is _____
than _____.



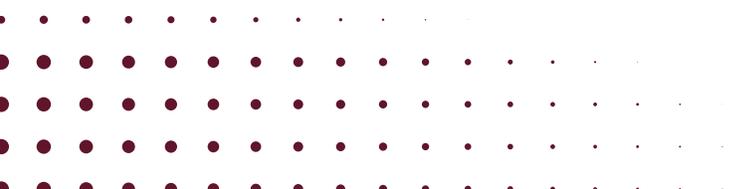
4. _____

1. _____



2. _____

3. _____





Key Indicator of Aggressive People



Aggressive Employee Example #1

Giving _____



Aggressive Employee Example #2

Questioning _____



Psychological Principle #3

_____ implies _____



Sample Responses

1. That's an inappropriate _____.
2. That's an inappropriate _____.
3. That's an inappropriate _____.
4. That's an inappropriate _____.



Psychological Principle #4

_____ implies _____



Psychological Principle #5

It's not enough to _____
boundaries.

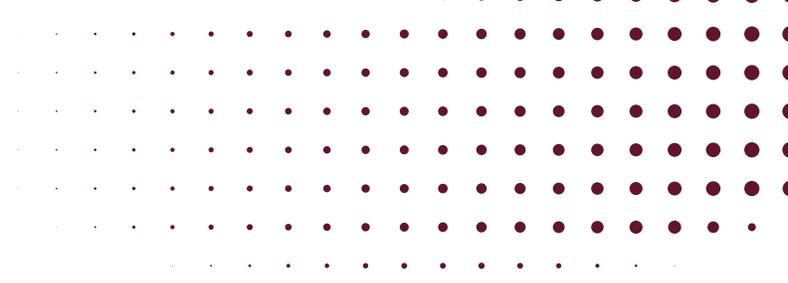
You also have to _____ them.



Aggressive Employee Example #3

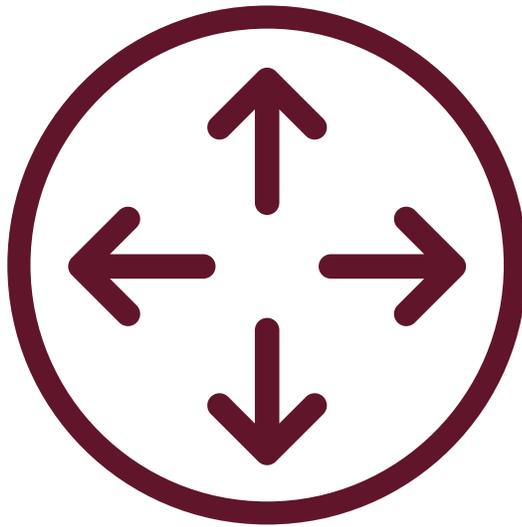
Defiance

I am an _____ in your
life...



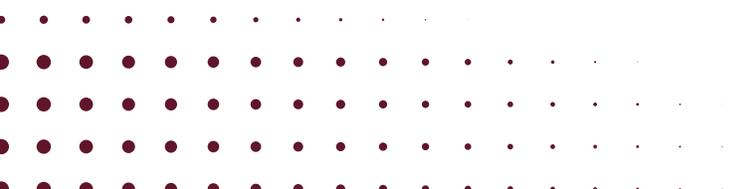
4. _____

1. _____



2. _____

3. _____





Key Indicator of Passive People

_____ conflict and confrontation



Passive Employee Example #1

Trying to get you feel _____.

Solution

Reverse the _____.



Passive Employee Example #2

Trying to get you feel _____.

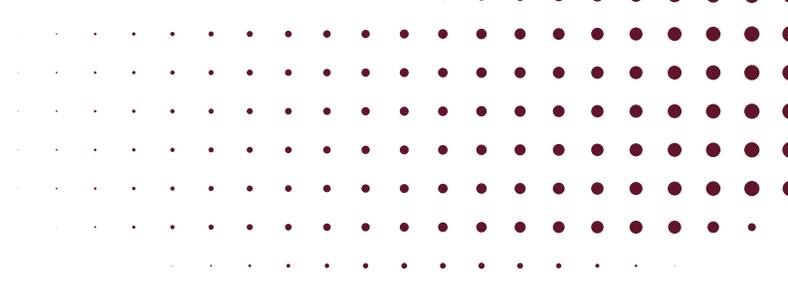
Learned _____.



Passive Employee Example #3

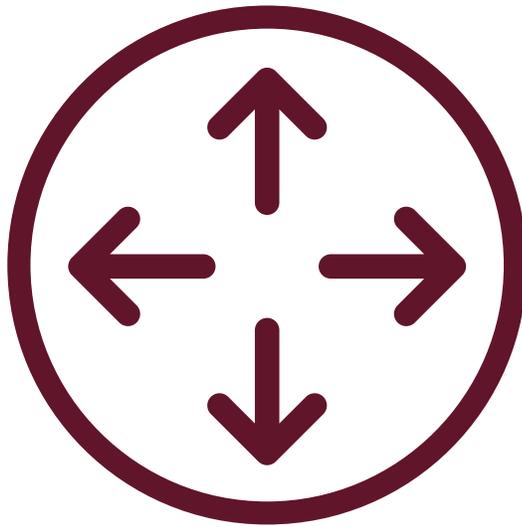
Being _____.

Solution: _____ failure.



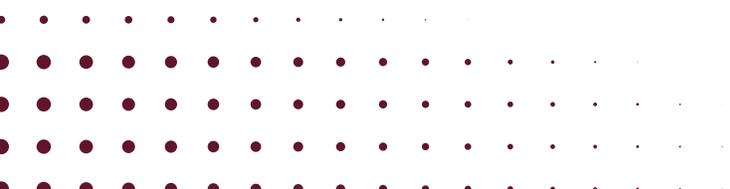
4. _____

1. _____



2. _____

3. _____





Key Indicator of Passive-Aggressive People

“Keep your _____ close and your
_____ closer.”



How Passive-Aggressive People Attack

1. _____

2. _____

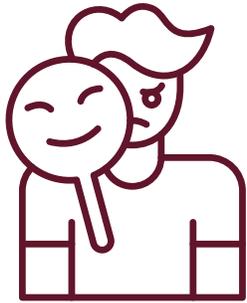
3. _____



How to Stop Passive-Aggressive People from Attacking You

1. Understand where their Achilles heel lies... _____

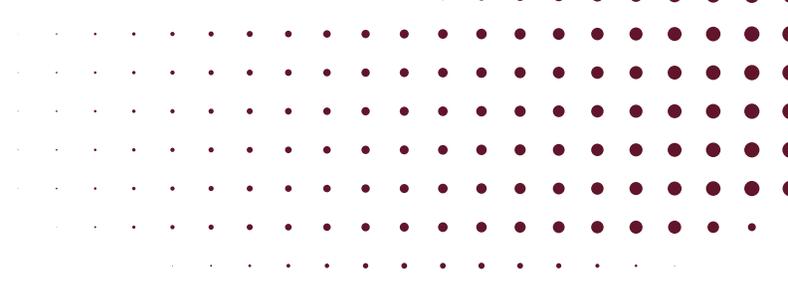
2. Force them into a _____



Passive-Aggressive Employee Example #1

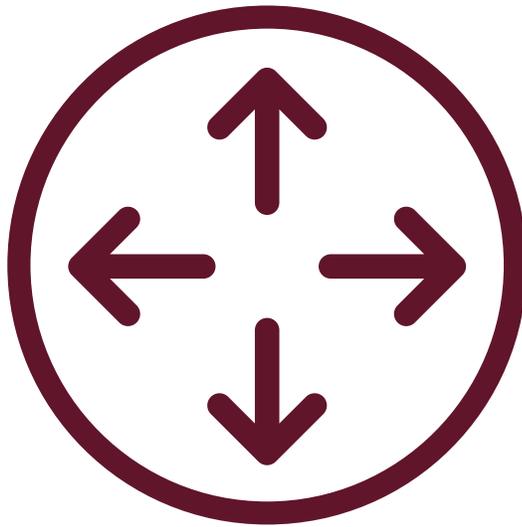


Passive-Aggressive Employee Example #2



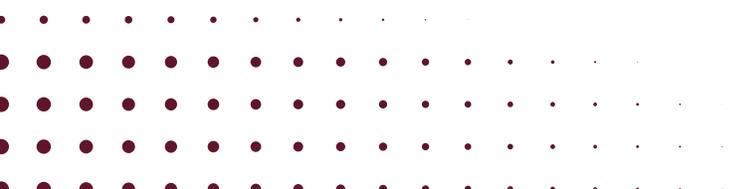
4. _____

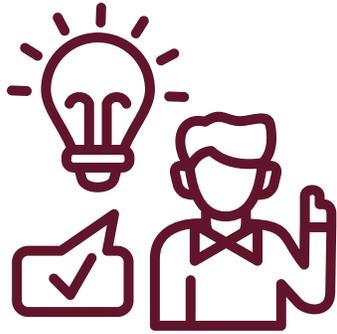
1. _____



2. _____

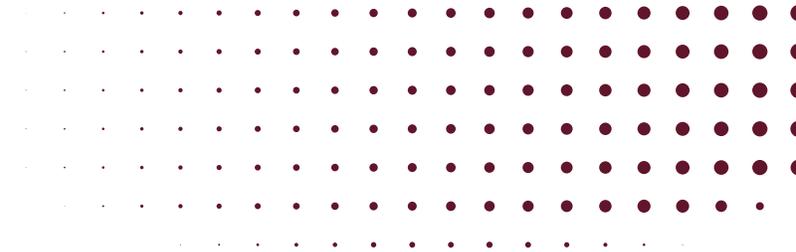
3. _____





Characteristics of Assertive Leaders

1. Clearly _____ boundaries,
2. Hold _____ accountable.
3. Choose their _____ wisely.



Woo Hoo!

You have now completed this SHRM accredited Masterclass and earned Professional Continuing Education credit for it.

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