



GREATER
ROCKVILLE
CHAMBER OF COMMERCE

Empower
Amplify
Elevate

Proudly Awards This

CERTIFICATE

OF COMPLETION

to

for successfully completing the SHRM accredited
Masterclass *How to Manage Problem Employees*
Handle Difficult People on October 15, 2026.

SHRM Course ID: 26-SSRPR

Marji Graf

Marji Graf
President

Glenn Shepard

Glenn Shepard
Course Instructor



MASTERCLASS