ALEXANDRIA
Lakes Area Chamber of Commerce

Proudly Presents

MASTERCLASS

How to

Manage Problem Employees

A SHRM-accredited Masterclass with management expert Glenn Shepard

Why you have to deal with the ugly stuff too

"To be _____ is to be _____."
Dave Ramsey

"_____ managers destroy jobs."
Jack Welch

If you don't hold people accountable, you become an _____.

I've attended numerous seminars in this field in the past 40 years and this one is by far the best.

Jerry White
First Baptist Convention
Jacksonville, FL

Why do employees behave badly?

Because an authority figure

_____.

What you tolerate becomes

_____.

Before we can hold our employees accountable, we have to

_____.

I cannot emphasize enough how important this training is for all that are in management. I've trained with Disney, Hilton and specified training in employee psychology. Glenn taught years' worth of education in a few hours' time. I wish I had this available when I entered management.

Kevin Amico
Plaza Resort and Spa
Daytona Beach, FL

Management Mistake #1

Not clearly _____ boundaries.

I worked in management for 15 years for McDonald's, and this seminar was more informative and practical than their training.

Sue McDowell
Bank of the West
Worland, WY

Management Mistake #2

Not _____ boundaries.

If we don't hold _____ accountable, we can't hold _____ accountable.

Before attending this seminar, I was at the end of my rope dealing with office problems on what seemed like a daily basis. After, I had a whole new outlook on how I handled office situations. I used two of Glenn's methods the very next day! Today our office is back on track and my stress level has been greatly reduced.

Julie Watkins
McDaniel Family Eye Care
Shelbyville, IN

The 3 Words That Must Describe You as a Manager

1. _____

2. _____

3. _____

Best seminar I've ever attended!

Dawn Smith
Buffalo Trace Distillery
Frankfort, KY

Behavioral Principle #1

Bad behavior is contagious, and is _____ than good behavior.

I manage a 30-employee plant and have been using Glenn's material for two years now. I'm proud to say the last 2 years have been the best of my career. We actually made it 13 months without terminating
or having anyone quit, which is a record.

Randy Jameson
Adorn LLC
Elkhart, IN

Behavioral Principle #2

Never defend yourself to subordinates because defense implies _____.

Glenn, I got the restaurant manager position!!! I said what you told me to say in the interview. Once I said that, the interviewer said "I don't need to ask you any more questions. You've got the job." Excellent ! Also, the pay raise is awesome - $10,000! Can you believe it? Thank you for everything!

Heather Lee
Cedar Rapids Marriott
Cedar Rapids, IA

The Five Magic Words

1. That is an inappropriate _____.

2. That is an inappropriate _____.

3. That is an inappropriate _____.

4. That is an inappropriate _____.

The most empowering statement I learned and have practiced repeatedly is Glenn's "Five Magic Words". It has taken some by surprise and has made the culprit have to dig deep to explain their words or actions. This phrase when stated unemotionally but firmly can turn almost any situation around. Thank you for a simple but powerful statement which yields incredible results.

Mary K. McReynolds
Burger King
Kingsport, TN

Behavioral Principle #3

Silence implies _____.

Behavior that gets _____ gets _____.

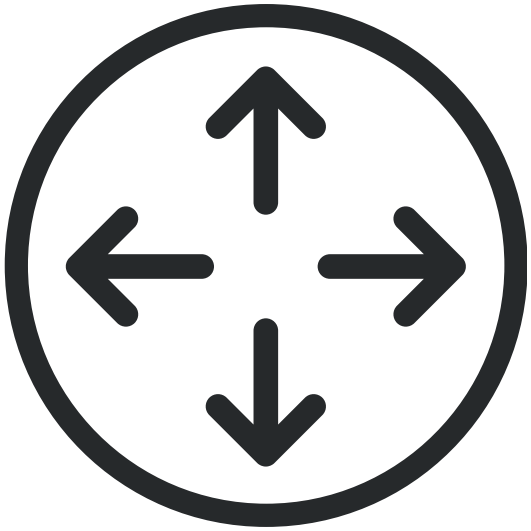
I have taken many seminars and CE courses in motivation and management. THIS IS NOT A SEMINAR! This is a life changing practical and absolute ESSENTIAL for anyone who manages people. Our doctor's schedule was crossed out – totally – so we could attend this 'meeting'. I am not referring to it as a 'seminar'. Seminars are usually dry and boring and a regretful waste of time. This was empowering, motivating and instills confidence!

Chrisann Tallis
American Vision Center
Bloomington, IL

The Four Models in Behavioral Psychology

4. _____

1. _____



2. _____

3. _____

I'm a 25-year retired military vet and didn't think I could learn much from this seminar. I was wrong. Glenn has many techniques that even the military could and should use. Not only should this training be given to leaders, but potential leaders as well.

Stanley Wilkins
Lee County Detention Center
Opelika, AL

Behavioral Model #1: Passive

The common thread is a fear of

_____

Will be using today's skills - especially for setting boundaries. Best tip I learned: "Behavior that gets rewarded gets repeated"!

Jenny L. Johnson
Armstrong Relocation
Huntsville, AL

Behavioral Model #1: Passive

"What do you want _____?"

Learned _____

"I want _____ for you than you want _____."

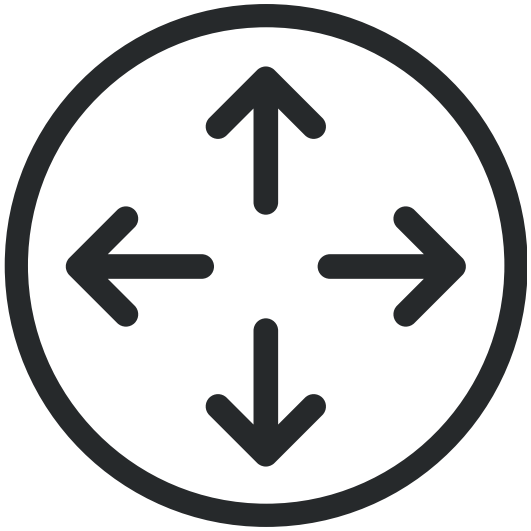
I'm the assistant director at nursery school and have 12 employees. We had lots of problems with gossip. After Glenn's seminar I used his technique and it all stopped right away. I also have used his warning several times and let me tell you it has also helped with the disrespect and just plain not doing their jobs. THANKS GLENN!!!!

Brenda Arnold
Children's Place Nursery School
Rochester, MN

The Four Models in Behavioral Psychology

4. _____

1. _____



2. _____

3. _____

I had PTSD from firing an employee 4 days prior to this training and feel if I would have had some of these skills, I would not have lost so much sleep and agonized over the decision.

Anna Kinder
Casper Natroma County Health Department
Casper, WY

Behavioral Model #2: Aggressive

The common thread is

_____

Weakness invites _____

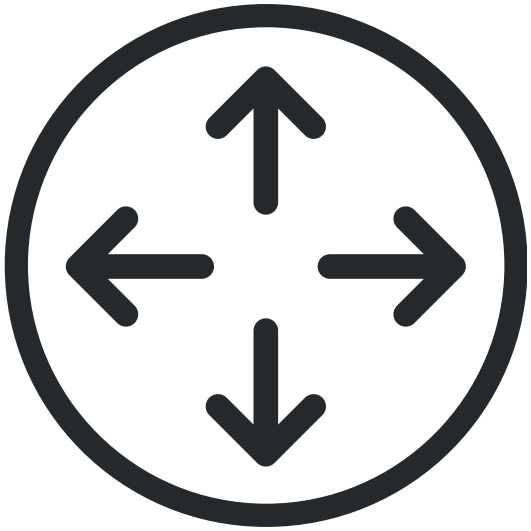
In an industry where 200% turnover of hourly employees is considered excellent, and 125% turnover of managers is average, ours has been 185% for hourly and 50% for managers for the past three years thanks to what we learned in this seminar.

Ken and Shelly Clark
Subway
Horseheads, NY

The Four Models in Behavioral Psychology

4. _____

1. _____



2. _____

3. _____

I very seldom take notes at seminars. But there was so much new and pertinent information in this one, I couldn't stop writing.

Bill Schutt
Mercy Flight
Buffalo, NY

Behavioral Model #3: Passive-Aggressive

The common thread is

_____

This is truly outstanding. The two most helpful trainings I've been to were Sr. Steven Covey's "Seven Habits of Highly Effective People" and Glenn Shepard's management seminar.

Mel Fields
Developmental Services, Inc.
Columbus, IN

Behavioral Model #3: Passive-Aggressive

1._____

2._____

3._____

I've been in management for many years and attended numerous management/leadership seminars and this is by far the greatest course I have attended. I have never attended a seminar that has defined the different generations and cover tips on how to manage people from these different generations so well.

Kevin Harrison
EMCO of Santa Fe
Santa Fe, NM

Behavioral Model #3: Passive-Aggressive

They fear _____ confrontation.

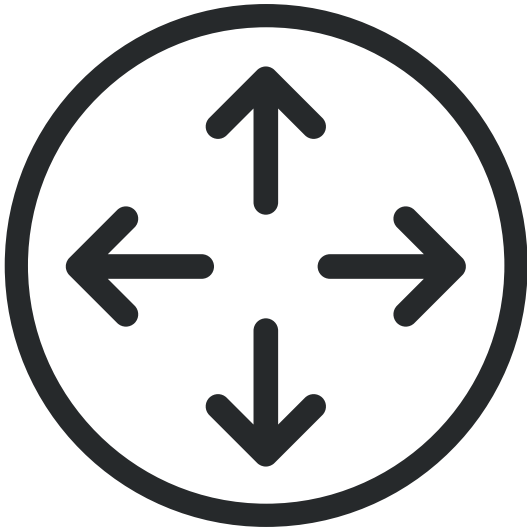
I've been in a leadership role for 28 years and have attended many seminars on leadership and by far, this has been the best.

Brita Tarver
Wiesner Buick GMC Hyundai
Conroe, TX

The Four Models in Behavioral Psychology

4. _____

1. _____



2. _____

3. _____

I've gone to many seminars in my 35+ years in banking, but this one taught me more than I learned in the past. I only wish all my managers could have attended.

Dyan Harden
Texas First Bank
Galveston, TX

Behavioral Model #4: Assertive

1. Clearly define_____.
2. Hold _____ accountable.
3. Treat people with _____.
4. Choose your _____.

Glenn Shepard's training is by far the best management training I have ever attended.

Sara Peden
Baldwin County Probate
Bay Minette, AL

Half Price!

The Manager's Handbook – The Indispensable Toolkit for Supervising People

This Kit Contains Everything from Glenn's 5 Most Popular Seminars, All Combined into One Convenient Package Including...

- **Leadership Skills for Managers** Leadership is getting people to do what you want them to do because they want to do it for you.
- **How to Do Performance Evaluations** including over 100 sample words and phrases you can copy and paste
- **Plus Special Sections** including how to discipline people without demoralizing them, how to deal with employees who cry if you just look at them the wrong way, and much more!
- **How to Motivate the Different Generations** including Boomers, Gen X, Millennials, and Gen Y
- **How to Elminate Tardiness & Absenteeism**
- **Where to Find People to Hire When the Labor Market Is Really Tight** including 16 place to look (and you've probably never thought about 8 of them)
- Also includes (and this is the most valuable part) **Six different complete video programs.** These all come on a plug-and-play USB drive, so you can legally copy them on as many computers as you would like.

Retail Price: $845
Sale Price for Chamber Members Only: $399
Go to:

GlennShepard.com/2026/Alexandria

or call (615) 353-7125