

HOW TO MANAGE Problem Employees

*A SHRM Accredited
Glenn Shepard Signature
Series Masterclass*



LEADERSHIP



900 Old Hickory Blvd, Brentwood, TN 37027
(615) 353-7125
www.GlennShepard.com



Psychological Principle #1

Behavior that gets _____
gets _____.

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

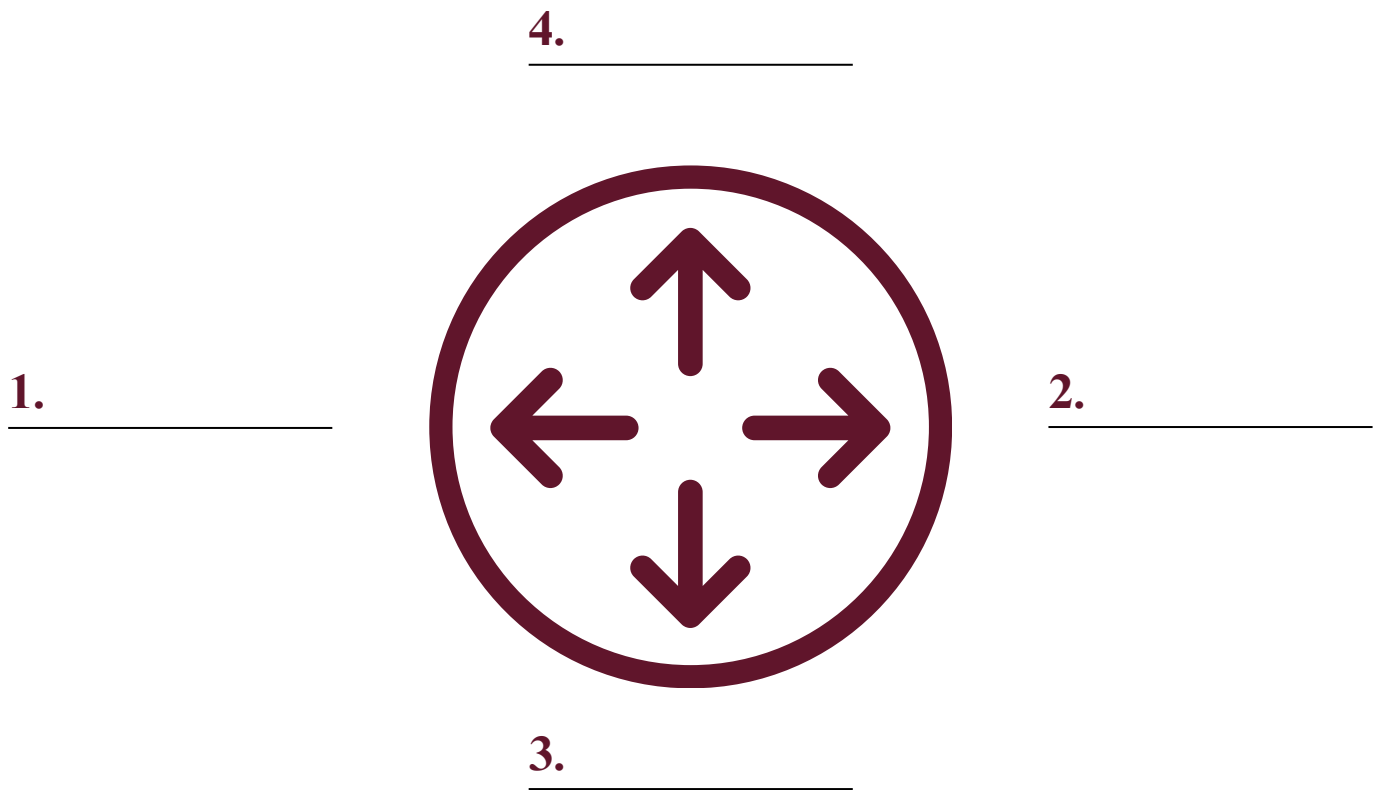
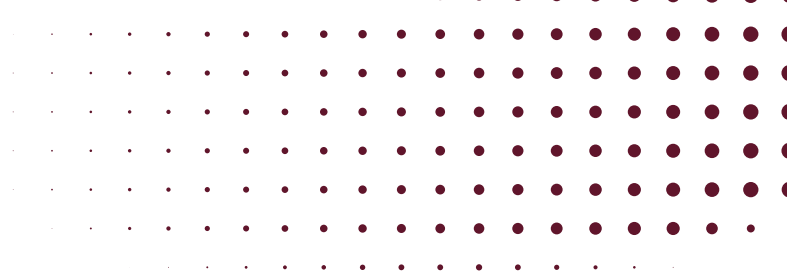


Psychological Principle #2

Bad behavior is _____
than _____.

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



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



Key Indicator of Aggressive People

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



Aggressive Employee Example #1

Giving _____

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

Mel Fields
Developmental Services, Inc.
Columbus, IN



Aggressive Employee Example #2

Questioning _____

Last year sent out 152 W-2's. I was given a goal this year to have under 100. Mind you that 80% of my employees are under the age of 20, so to maintain staff is difficult. With Glenn's guidance, I accomplished my goal. Only 92 W-2's this year with 50 still employed. Great accomplishment if I say so myself!

Melissa Hale
Ponderosa Steakhouse
Benton, KY



Psychological Principle #3

_____ implies _____

In 20 years in the Navy and over 30 years in management, this course taught me better than any other.

David Boss
NE Iowa Community Action Corporation
Decorah, IA

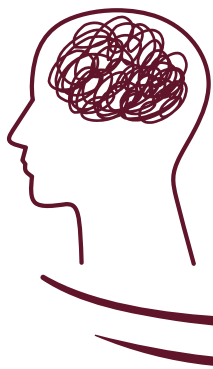


Sample Responses

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

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



Psychological Principle #4

_____ implies _____

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



Psychological Principle #5

It's not enough to _____
boundaries.

You also have to _____ them.

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



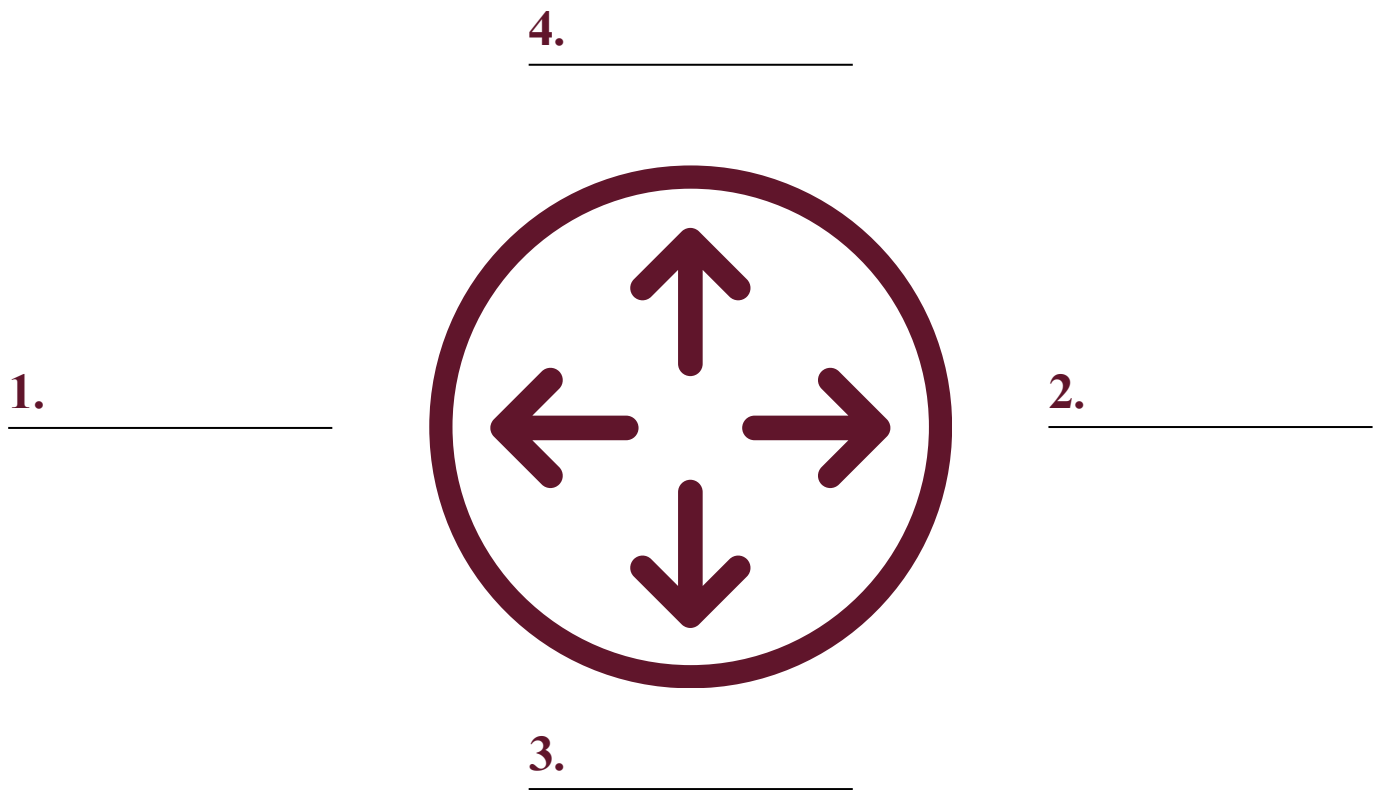
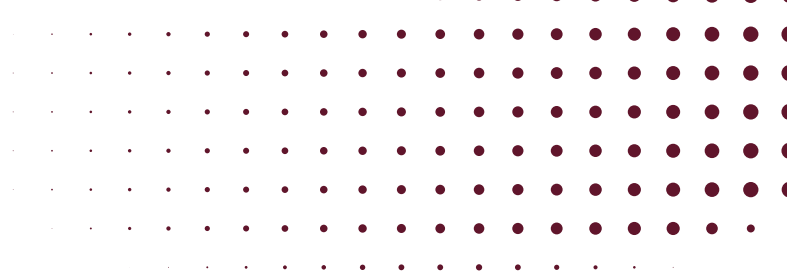
Aggressive Employee Example #3

Defiance

I am an _____ in your
life...

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



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



Key Indicator of Passive People

_____ conflict and confrontation

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



Passive Employee Example #1

Trying to get you feel _____ .

Solution

Reverse the _____.

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



Passive Employee Example #2

Trying to get you feel _____.

Learned _____.

I'd recently been promoted to office manager and had no idea what I was doing; no management experience at all. Two weeks later I took this seminar and boy did I learn a lot! Glenn takes a no-nonsense, practical, common-sense approach on how to deal with people. After doing this for a couple of years now, I've realized that employers have become so afraid of reproach from employees that we let them 'rule the roost' instead of taking control of our workplace. I've learned to keep issues from disrupting the whole office by using Glenn's techniques.

Nora Gilgallon
Tennessee Ophthalmology Consultants
Brentwood, TN



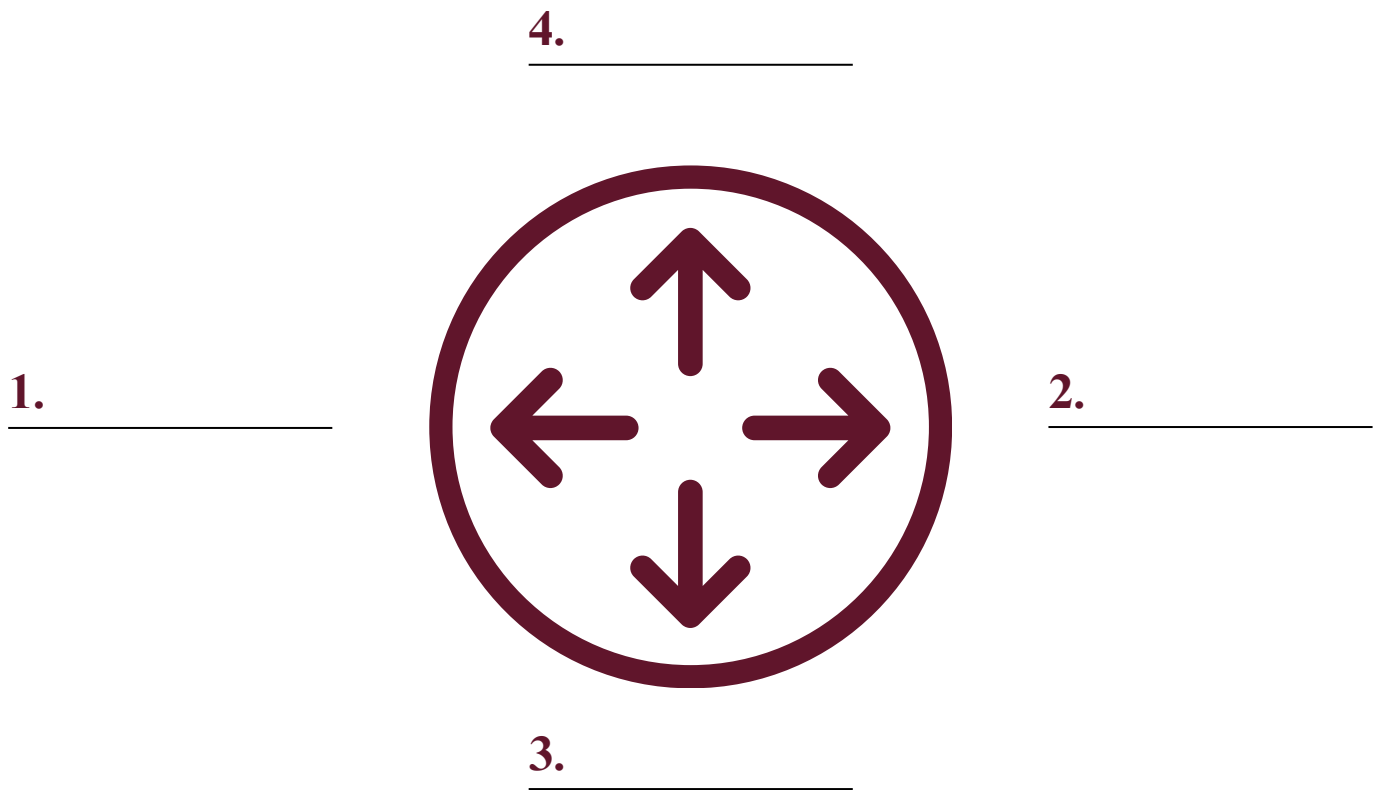
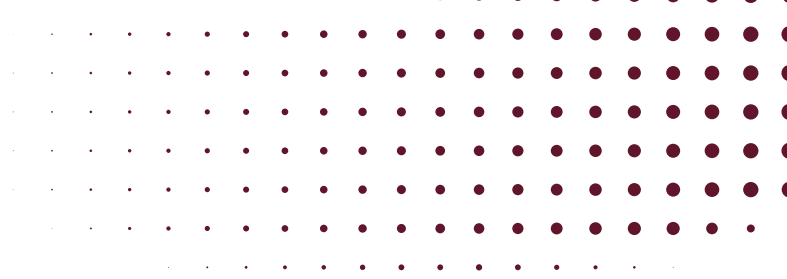
Passive Employee Example #3

Being _____.

Solution: _____ failure.

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



I have 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



Key Indicator of Passive-Aggressive People

“Keep your _____ close and your _____ closer.”

Let me tell you about the impact Glenn Shepard has had on this medical practice. I’ve been in the workforce for many years and have been to umpteen seminars. Then I discovered Glenn... Someone who thinks like me, has my work ethic, and acknowledges the entitlement mentality of today’s employees. He has answers — real, workable answers, not just theories that don’t work in the real world. I got my boss hooked on Glenn and even a couple of the physicians on the Board. Now THAT makes a difference! My boss even has been known to ask “Has Glenn written anything on that?” when we encounter a new dilemma. (Getting doctors to treat a practice like a business is difficult under the best circumstances). Remember the old commercial “When EF Hutton speaks, people listen”? When I mention GLENN SHEPARD, people listen.

Candace Dombrosky
Athens Pulmonary & Allergy
Athens, GA



How Passive-Aggressive People Attack

1. _____

2. _____

3. _____

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

Sara Peden
Baldwin County Probate
Bay Minette, AL



How to Stop Passive-Aggressive People from Attacking You

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

2. Force them into a _____

Best seminar I've ever attended!

Dawn Smith
Buffalo Trace Distillery
Frankfort, KY



Passive-Aggressive Employee Example #1

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

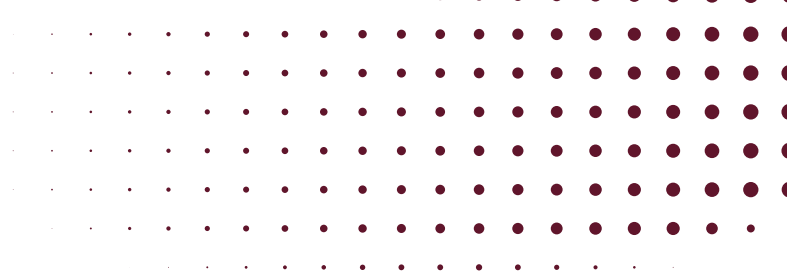
Bill Schutt
Mercy Flight
Buffalo, NY



Passive-Aggressive Employee Example #2

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

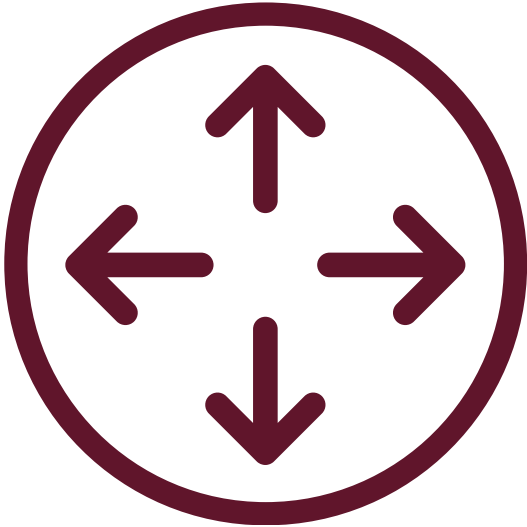


4. _____

1. _____

2. _____

3. _____

A circular diagram with a thick dark red border. Inside the circle, four dark red arrows point outwards from the center towards the top, bottom, left, and right edges.

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



Characteristics of Assertive Leaders

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

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

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...

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Leadership is getting people to do what you want them to do because they want to do it for you.
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