

*Webinar on*

# **Managing Toxic & Other Employees Who Have Attitude Issues**

# Learning Objectives

- Human & Financial Costs Resulting from Toxic Employees*
- The A, B, C's Related to Toxic Employees  
Importance of each HFC, Metrics and KPI's*
- The Psyche of a Toxic Employee  
Recommendations for each HFC*
- Common Reactions to Toxic Employees  
That Frequently Don't Work*
- Effective Approaches for Addressing &  
Preventing Toxicity*



Toxic employees cause significant overt, covert, people-related & financial damage with their visible behavior just being the tip of the iceberg.

**PRESENTED BY:**

*Pete holds a B.A. degree in Psychology from Emory and Henry College and Masters degrees in both Business Administration and Industrial Psychology from Virginia Commonwealth University.*

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

# Webinar Description

Toxic employees cause significant overt, covert, people-related & financial damage with their visible behavior just being the tip of the iceberg. For example, in one organization the day a former employee left the organization is considered one of their annual holidays.

Clever toxic employees :

Utilize their technical expertise to intimidate & manipulate

Know who to flatter & who they can abuse

Turn their toxicity on & off depending on the impression they want to make

Unfortunately, organizations can work against themselves & even promote toxicity by:

- Restructuring his/her job to accommodate a toxic employee
- Tolerating toxic employees who have valued expertise
- Not assertively seeking employee feedback as to whether there is toxic behavior in the workplace
- Not communicating to all employees the specific interpersonal behaviors that will not be tolerated – with the associated consequences



Managers sometimes attempt to fix this type of problem by addressing a toxic employee's attitude. And while a toxic employee's attitude certainly affects his/her behavior, managers usually find that controlling an employee's attitude is next to impossible.

Managers can be much more effective by:

- Discussing the specific behaviors that are negatively impacting other employees and/or the organization
- Using positive & negative consequences to influence that behavior



# Who Should Attend ?

*Anyone with managerial or leadership responsibility*

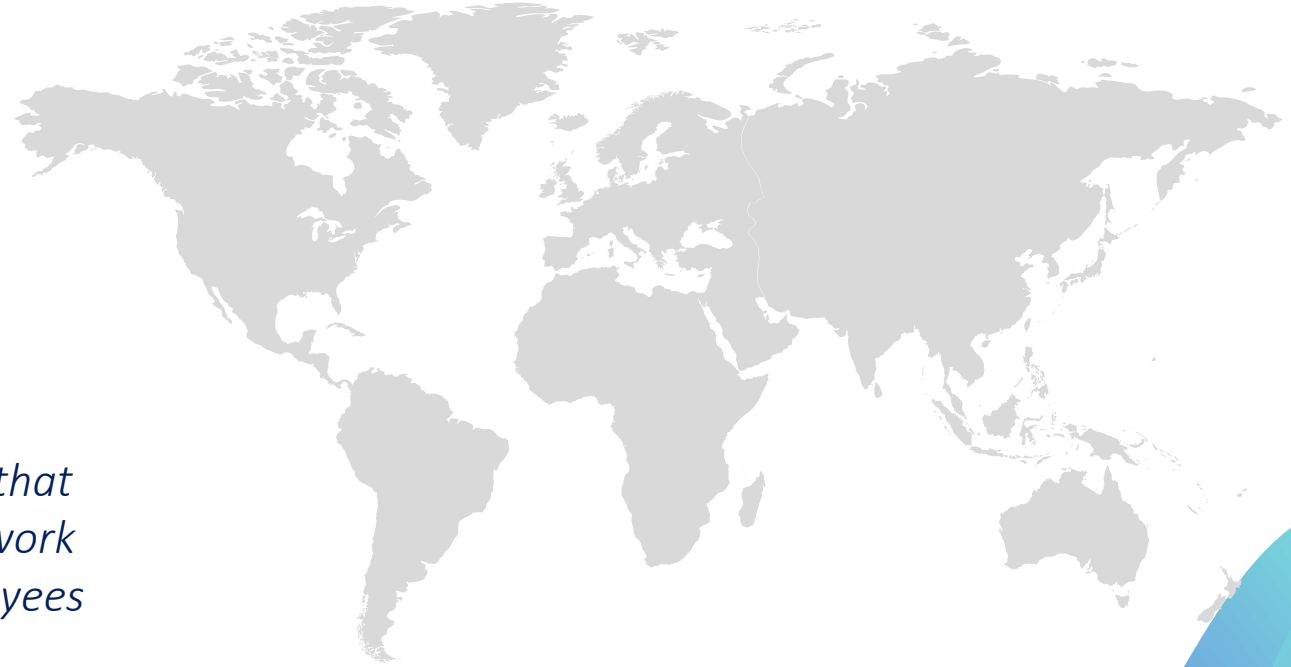


# Why Should Attend ?

*Most organizations have employees who on occasion:*

- *Complain & gossip excessively*
- *Use inappropriate language*
- *Are mildly insubordinate*

*But Toxic Employees have interpersonal styles that demonstrate a pattern of counter-productive work behaviors. While Emotionally Intelligent employees being aware of their feelings & those of others exhibit a pattern of appropriate self-management.*



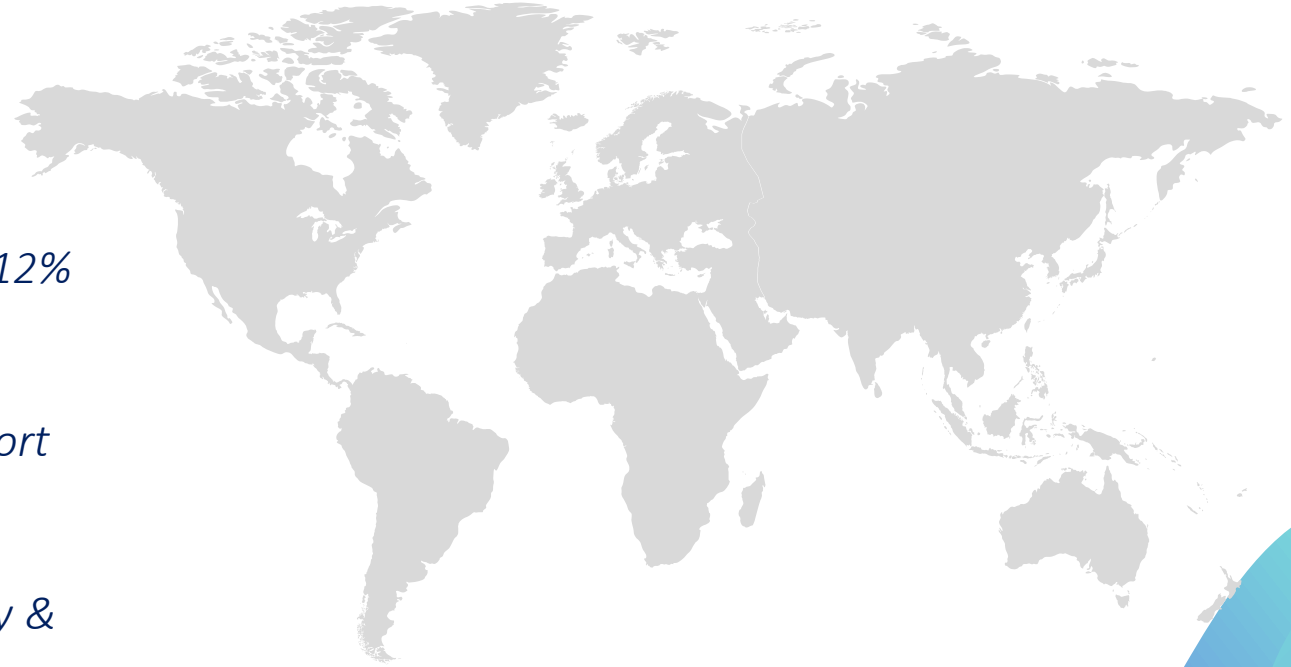
*The toxic employee problem is surprisingly prevalent with research showing :*

*95% of employees have & 64% are currently working with a toxic employee*

*50% of employees have thought of quitting & 12% did because of a toxic employee*

*25% of employees have reduced their work effort due to a toxic employee*

*20% of employees feel they are a target weekly & 10% of employees see toxic behavior daily*





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