

Webinar on

How to Give Corrective Feedback : The C.A.R.E. Model - Eliminating Negative Behavior, by Focusing on Accountability

Areas Covered

- How to identify when you start to lose control*
- The 'Snowball Effect' of uncontrolled negative people*
- Why you need to develop communication/interpersonal skills*
- How to read and understand body language*
- What creates workplace dysfunction and how to correct it*



An effective leader/supervisor /manager knows how to handle conflict and how to get the person to say yes to your request to change their behavior.

PRESENTED BY:

Bruce has a passion for providing education keynotes, workshops and webinars all across North America full time, for the past 28 years with a full utilization and implementation zeal. He enjoys working with individuals and organizations to help them get the results they need to grow their careers and enhance their business success.

On-Demand Webinar

Duration : 90 Minutes

Price: \$200

Webinar Description

In today's demanding business climate that has an accelerated focus on treating workers right, it is so important to engage their issues with timely action, tact, and communication skills that leaves nothing to chance in corrective measures, for any and all negative situation you encounter. What is the issue you are challenged with? Uncontrolled negativity in the workplace, offensive language, constant and undeserved criticism, personal hygiene, inappropriate clothing, religion or political opinions, tardiness, poor work performance, negative behavior and people who are oblivious to the impact and effect on fellow employees or customers – or just don't care to know? The conflict that produces complaints and complaints handled poorly that generate conflict, is unhealthy, destroys productivity, and creates an unpredictable environment.

While you can't be fully prepared for every bad situation you will be confronted with, this webinar will provide you the tools you need to be able to approach it with a corrective action plan in place. This is about using the right language, words, and habits that will teach you how you can resolve any issue.



This value-packed webinar provides you the must-know strategies for improving difficult workplace and personal relationships. You will move from blame to self-awareness, critical thinking, and problem -solving action steps.

An effective leader/supervisor/manager knows how to handle conflict and how to get the person to say yes to your request to change their behavior.

We are all familiar with the “Sandwich” model of giving negative feedback – a slice of something positive, then the constructive criticism/negative feedback, followed by a slice of something positive. There is so much more to being effective than this one idea. Register and collect them all.

As a bonus, don't miss out on receiving the 3 self-tests that guarantee you the skills to empower, engage and inspire employees for long term loyalty to you, retention for your organization, and how to coach for engagement

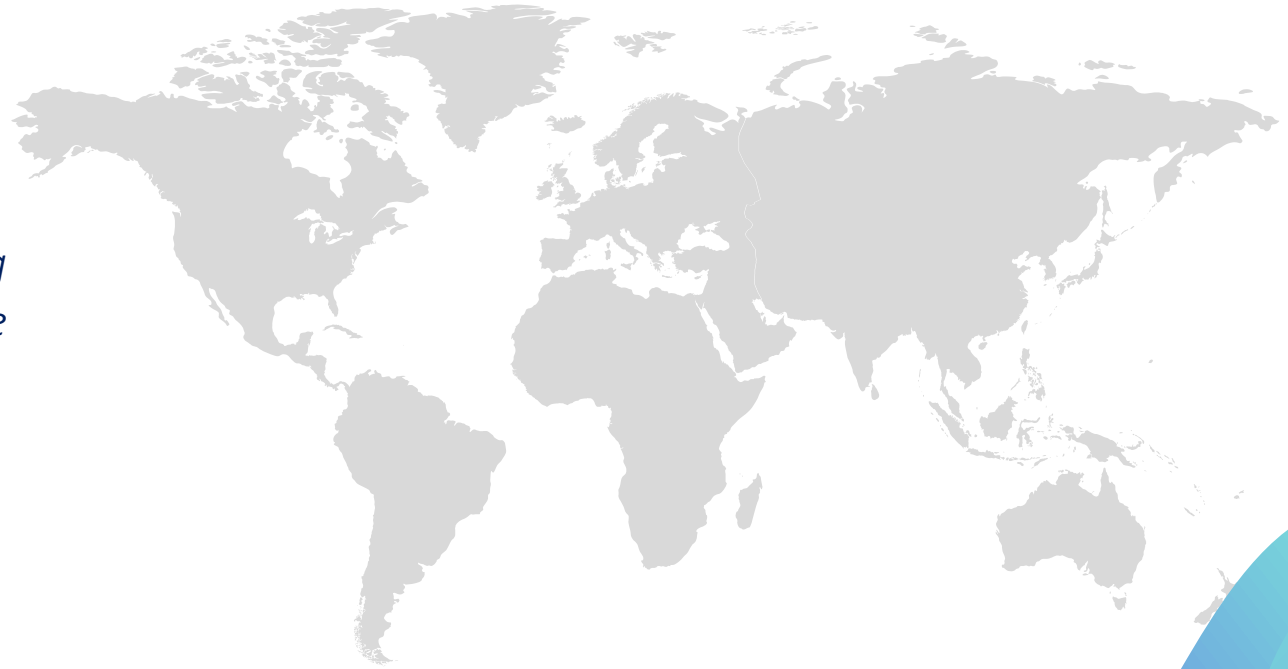


Who Should Attend ?

Everyone is involved in improving the customer experience. This will include C-suite, VP's, HR and Customer Service Supervisors and Managers. This webinar is designed for new to mid-level executives, supervisors, managers, who are looking for new decision-making skills to lead and motivate others. This is especially helpful for those who are on track for a new leadership role or are preparing to assume a challenging new leadership function.

C.A.R.E.-ing is: being appreciative, presence, acknowledging feelings, projecting positive intent, avoiding assumptions, being compassionate and focused.

This fast-paced, value-loaded webinar is perfect for anyone who wants to stretch and develop themselves into a more effective leader where trust, integrity, engagement and productivity flourishes.



To register please visit:

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