

How to Solve Any Problem with Any Employee

A Guide for Practice Owners/Office Managers

Feel confident, not panicked, when confronting employees about attitude or performance issues.



From negative attitudes to chronic absenteeism, owners and managers address countless employee issues and HR risks on a daily basis—in fact, it’s amazing how many human problems fall under the one broad category of Human Resources. This course will teach you the best HR techniques for balancing the needs of your team and your practice while eliminating fear and drama, leaving you with peace of mind.

In this dynamic problem-solving presentation by CEDR HR Solutions’ CEO Paul Edwards, you’ll discover **proven paths to resolve difficult issues** with any employee, **scripts** for smoothly and authoritatively responding to emotionally charged situations, and **essential tips** for protecting your practice from liability. You’ll also learn the **worst and most common errors** employers make that lead to liability and loss of control when dealing with employees, along with **effective techniques** for addressing bad behavior and gaining control in almost any situation.

Hundreds of medical office owners and their managers across the country have benefited from these techniques, and you will too.

PARTICIPANTS WILL LEARN:

- Great confrontation techniques for the conflict-avoidant
- How to take back control of your office from a “Bad Apple” employee
- Simple, straightforward methods for addressing bad behavior and gaining control *with any employee*
- How to fire without fear or drama when all efforts have failed
- Why your employee handbook is (or should be) your best friend when dealing with problem employees
- How to transform your staff into an accountable, success-oriented team

Suggested Program Length: 1 – 2 hours

Motivational & Result-Driven



Paul Edwards

602-476-1418

View Demo Video at
www.cedrsolutions.tv