

DIRECTIONS

EASTERN SHORE HOSPITAL CENTER
ENGLISH HALL
5252 Woods Road
Cambridge, Maryland 21613

Traveling From West to East:

After crossing the Frederick C. Mathus Bridge, entering Cambridge, remain on Route 50. At the fourth traffic signal (Woods Road), turn right. Continue straight on Woods Road until you come to a stop sign. At the stop sign you will continue straight crossing over Route 16 Bypass. Approximately 3/10 of a mile down this road, the hospital will be on your right.

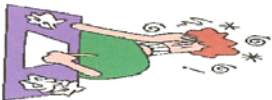
Traveling East to West:

Upon entering Cambridge City Limits, the second traffic signal will be Church Creek Road. Turn left at this signal. Remain on this road for 1.1 miles, turn left on Woods Road. Approximately 3/10 of a mile down this road, the hospital will be on your right.

Developmental Disabilities Administration
Eastern Shore Regional Office
1500 Riverside Drive
Salisbury, Maryland 21801

Universal LifeStyles, L.L.C.
Overcoming Life's Obstacles

Effective Strategies for Managing the Difficult Employee "The Underground"



Presented by:
Thomas E. Pomeren, Ed.D.
President
Universal LifeStyles

Eastern Shore Hospital
Center
Cambridge, Maryland
English Hall

March 6, 2006

Registration is at 9:00 AM
Workshop:
9:30 AM - 4:30 PM

ABOUT THE WORKSHOP

For both the seasoned and neophyte manager the difficult employee (member of the underground) can serve as the greatest obstacle in providing an effective and team oriented environment. This lively and to the point presentation provides the audience with ten tips for gaining and staying in control of difficult employees. Dr. Tom Pomeranz through his use of stories and humorous anecdotes details those factors which influence some employees to behave in passive aggressive ways. Tom shares with the audience how managers need to behave to help the difficult employee conduct themselves in more socially acceptable ways. Through the implementation of five intervention approaches, detailed in the training, many difficult employees take their place as valued team members. The session compares and contrasts the use of personal power versus positional authority as a preferred management approach in resolving conflict nurtured by the difficult staff member.

To further refine the skills of the attendees in managing the difficult employee, several problem solving small group activities will be conducted. Additionally, scenarios depicting common issues confronted by managers will be addressed through role play, with critiques provided by Tom. Most significantly, discussion will be directed toward manager's self - evaluation to help assure that the Underground does not find a home in our behavior.

As a result of this training, attendees will be able to:

- ✓ Acknowledge and celebrate the strength of the employees.
- ✓ Assess the factors likely causing the employee to behave in an unacceptable manner.
- ✓ Provide the employee performance feedback more effectively.
- ✓ Enhance the employee's self-worth on the job.
- ✓ Support the employee in accepting change.
- ✓ Improve the employee's collegial spirit.

Thomas Pomeranz, Ed.D.

Dr. Pomeranz provides technical assistance and consultation to organizations and agencies in the human services field. He delivers key note presentations and conducts training seminars in the disabilities field. In addition, develops and markets a wide range of staff training materials related to the topic of Universal Enhancement.

REGISTRATION

Please complete the information below and mail/fax/email form to: Andrea J. Jones

DHMH -DDA
Eastern Shore Regional Office
1500 Riverside Drive
Salisbury, MD. 21801
Fax: 410-334-6929

E-mail: ajones@dhmh.state.md.us

Registration is due by March 1, 2006

If you require an interpreter, or have questions about the training, please call Andrea Jones at

410-334-6936.

AGENCY _____

CONTACT PERSON _____

PHONE _____

E-MAIL _____

NAMES & POSITIONS OF PERSONS

ATTENDING WORKSHOP ... ↓

