

Managing Difficult Employees

Date: Thursday, 10/29/09, 2009

Time: 8:30 a.m.—12:00 noon

UHV UW 113



- Why difficult people are so difficult
- What motivates difficult people
 - Why the “office grouch” is not a fact of life
- How to get rid of the problem, not the person
- The importance of self-esteem in relationships

P.A.S.S. VTRMDE #1