

Transform Tough Conversations: Master Managing Difficult Employees

Struggling with difficult employees who disrupt your team's morale or performance? Join our dynamic 1-hour virtual webinar and gain proven strategies to turn challenging conversations into opportunities for growth and productivity. Designed for managers and leaders at all levels, this training equips you with practical tools to build stronger connections, set crystal-clear expectations, and motivates your team to excel even when faced with underperformance or resistance. Don't let difficult employees hold you back. Enroll now and take control of your leadership success!

Who Should Attend:

Managers, supervisors, HR professionals, and team leaders seeking to master challenging employee interactions and create positive outcomes. Perfect for both new and experienced leaders across industries, including HR, customer service, sales, operations, and more.

Benefits of the Program:

- **Build Trust:** Create authentic connections with team members to foster collaboration and respect.
- **Set Clear Expectations:** Establish boundaries that drive accountability and results.
- **Communicate with Confidence:** Master techniques to navigate tough conversations with ease.
- **Motivate Effectively:** Use consequences strategically to inspire performance improvements.
- **Handle Persistent Challenges:** Learn actionable steps to address ongoing underperformance without fear of losing key staff.
- **Avoid Common Traps:** Break free from the "I can't afford to lose them" mindset that undermines your leadership.

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Agenda Highlights:

- Identifying Types of Difficult Team Members
- Know Your Team's Unique Dynamics
- Setting Expectations That Drive Accountability
- Communicating Effectively in High-Stakes Situations
- Leveraging Consequences as a Powerful Motivator
- Nothing Changed – What Comes Next?
- Eliminating the Tolerance for Underperformance

Why Choose This Webinar:

- **Expert-Led:** Learn from a seasoned leadership coach with a proven track record.
- **Actionable Tools:** Gain practical strategies you can apply immediately.
- **Time-Efficient:** Transform your leadership approach in just 60 minutes.
- **Proven Success:** Join many leaders who've elevated their teams with this training.

Facilitators:



Christie Drexler is the Owner of Drexler Consulting, LLC, a financial services consulting and training business focused on developing purpose-driven, competent, servant leaders in all roles of banking. In association with Performance Solutions, Inc. and Dianne Barton, Christie has offered training and consulting services through Drexler Consulting, LLC, for the past five years.

In addition, Christie has twenty-six years of direct experience in the financial services industry, working for both community and large regional banks. Her experience has been expansive to include successfully navigating retail and commercial banking careers. She has served as Division President, Market President, Chief Credit Officer, Chief Retail Officer, and Regional Sales & Service Manager. Christie has a B.S. in Finance from Berry College and an MBA from Georgia College and State University. She is a passionate facilitator and coach who strives to live the values and leadership strategies she teaches in her training programs.



Josh Collins has been creating content and facilitating courses as part of the Drexler Consulting team for the past two years. He has twelve years of direct banking experience serving in various leadership roles in retail banking, human resources, and talent development. Josh's background includes developing and facilitating banking, customer service, and leadership and culture development training programs. Josh is a graduate of The University of Georgia and is SHRM-CP certified. Josh enjoys equipping and encouraging bankers to grow their personal skillsets, build strong teams, and create cultures that maximize results for themselves and the banks they serve.

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