

Difficult Employees Deliverables

Adult children of drug/alcohol abusers
Behavior modeling
Coaching skills
Conflict resolution skills
Cross-generation interaction
Dealing with creative employees
"Easing" reduction-in-force
Employee assistance plan considerations
Employee discipline approaches
Employee interaction skills
Evaluating problem severity
Group communications skills
Individual employee coaching curriculum
Leadership vs. Management skills
Mentoring skills
Oral communications skills
Organization vs. individual assessment
Passive-aggressive interventions
Personality type recognition skills
Supervisory skills
Teamwork
Business analysis
Continuous improvement
Technology know-how
Project management
Documentation
Resource management
Tailored development topics
Trust skills
Understanding employee feedback
Written communications skills

Additional and expanded
HR services are tailored
for specific client needs

PHRST
& Company, Inc.
1201 N. Oceanshore Blvd
Flagler Beach, Florida 32136
www.phrst.com or HR@PHRST.com
800-285-8380-code-14 or 386-439-6341

Difficult Employee Interventions



PHRST offers *a la carte* human
resource management through select
Professional Human Resource
Service Teams

Difficult Employee Interventions

What Is Needed

Difficult employees require special handling in a business environment. Many organizations are ill equipped to assess difficult individuals, the root problem and appropriate interventions. PHRST provides best practice knowledge, skill and ability to address employees in the most appropriate manner.

State-of-the-Art

PHRST practitioners apply experience, background and education to effectively evaluate the person, diagnose the problem and develop a plan to mold and correct behavior. PHRST can work with the individual in or outside the workplace and on a variable schedule. Thus, the situation is addressed with the required certified personnel in a manner and place which is not disruptive. Difficult employee situations are well resolved with outside objective assistance.



Knowledge, Skill & Ability

PHRST's counseling team is staffed by human resource specialists and led by certified senior professionals in HR and trained in counseling psychology. We combine a thorough understanding of practices, techniques and professional standards with technical expertise to identify the problem, suggest interventions and modify behavior.

When, Where & For How Much

Project completion requires approximately 45 workdays. Depending on client need, our professionals work at client locations, designated sites, or PHRST offices. The fee is \$4,000 per person, comprising a \$3,000 initiation fee and a \$1,000 final charge. Expenses are documented and billed at-cost to clients. At an additional preferred client fee, guidance and service are available around the clock in person, via phone/video conference, by fax and via Internet.

About PHRST

Strategic Human Resource Management

PHRST stands for **P**rofessional **H**uman **R**esource **S**ervice **T**eams. Our service model enables us to provide you with HR experts in all 7 areas of HR:

- Employment Practices
- Management Practices
- Health, Safety & Security
- Compensation & Benefits
- Employee & Labor Relations
- Human Resource Development
- Staffing/Recruitment Practices

PHRST works with clients on an a la carte basis across industries, around the world, for profit or not and regardless of organization size. We service public, private, and government entities, and we are effective at all organization levels. Our approach is client-centered, worksite interaction, where we provide user-friendly, practical approaches intended for prompt and effective implementation. We work 24/7 to meet client needs. Our value and success are built upon best practice insight, sound experience, education and hands-on know-how. Organizations count on **PHRST** for knowledge, skill, ability, ethics and integrity.