



Turnaround Interview® - Overview

Learn an interactive & innovative method to resolve bad habits in otherwise GOOD employees and help them improve their performance without steering them to the "exit track"

Nominated for a **2010 Atlantic Canadian Human Resources Award** for *Best Innovation in Human Resources*, Montana HR's **2 Day 'Turnaround Interview®' (TI®)** is intended for Executives, GM's, Department Managers, Supervisors and Team Leaders. This course is a new & effective constructive approach that works in both unionized & non unionized environments that solves some of the toughest people problems such as:

- Lateness
- Minor quality or documentation problems
- Procedural violations
- Excessive personal phone calls
- Unnecessary "sick" days
- Minor safety violations
- Overstaying lunch and coffee breaks
- Negative attitude
- Dress code violations
- And more!

The solution is the **TI®** a carefully structured approach to getting most employees to commit to AND DELIVER positive behavior change.

Using conventional discipline to fix these minor problems in otherwise good employees poisons the workplace culture - ***But ignoring those problems leads to bigger issues.***

This dilemma leads to the kinds of problems we see in hundreds of organizations ...

- Letting performance and behavior issues slide, worried about losing more than they will gain if they discipline.
- Employees complaining about inconsistent management decisions, because some people get the blind eye treatment while others get "written up."
- Adversarial relationships and employee files overflowing with low-level discipline that doesn't go anywhere.



What The Participants Will Learn:

- Why even good people get defensive about bad work habits
- How defensive tactics learned in childhood get used and perfected in the workplace
- How to recognize and work around the four “families” of defensive reactions
- How to use body language and voice to keep control of the meeting
- How to appeal to personal pride in order to get genuine employee commitment to change
- How to handle requests for steward representation in unionized settings
- How to measure success
- What to do if the employee rejects your best effort
- When discipline is really needed

What The Participants Will Get:

- The ability to apply new skills as soon as you leave the course.
- 2 days of intensive **TI**® training with individual instruction and hands-on practice
- Practice with experienced actors who portray typical employees in carefully crafted scenarios based on real-world workplace problems
- Detailed **TI**® course manuals
- Memory aides to help you apply what you learn
- Reproducible forms to make documentation simple and effective
- Access to continued support and our Online Forum where participants can ask and get answers to any **TI**® related questions, as well as find out more about related products and services
- Your personal workplace issues will be integrated into the course & highly tailored to your needs

About Montana HR and their Turnaround Interview Unique Approach

Success with **TI**® takes practice and historically people won't use what they are not comfortable with, especially if they are afraid of confrontation. That is why we have developed a unique approach to training the **TI**®. We feature small classes and a low instructor-student ratio. Our **TI**™ workshops feature carefully crafted scenarios that match real-world workplace problems. Our instructional approach gives you real-time feedback, boosts confidence, and cultivates independence. When you leave a **TI**® workshop, you leave ready to face the challenges of management in a more successful and rewarding way.

Montana HR Services is a consulting firm based in Eastern Canada and specializing in organizational culture change, leadership development, and labor and employee relations. Our more than 100 clients are large and small, public and private, government and business, profit and non-profit, spanning both Canada and the United States.

Our aim has been consistently to provide the highest level of practical, technical, and strategic guidance so that our clients excel through their employees' engagement and energy.

George Raine (President) played a pivotal role in the creation of the Canadian Council of Human Resources Associations and the establishment of a national standard for the CHRP designation. He was twice been President of CCHRA, which represents more than 30,000 HR professionals across the country.