

Managing Toxic Employees

Strategies For Leaders To Effectively Deal
With Employee attitude issues

with Beverly Beuermann-King, CSP



Meet Beverly Beuermann-King



Meet Beverly Beuermann-King

Hey there! This is Beverly Beuermann-King,
founder of the SOS Principle
and author of the book
Stress Out! 52 Weeks To Letting More Life In.

I created this **Leadership Mastery** course to help
terminate the toxicity in your workplace, and elevate the engagement of
your team, without losing your sanity.

When I started in the mental health and resiliency space, I saw how leaders
often struggled with issues around
absenteeism, burnout, negativity, and so many other
mental health issues on their team.
These issues created a toxic work environment, and many leaders were kept
awake as night not knowing
what to do to deal with them.

After spending over 20 years providing one-off
presentations, keynotes, and workshops,
I realized that instead of this piece-meal approach,
successful leaders needed more than isolated strategies!

Only after I “zoomed out” and tied in a complete “A-Z” strategy,
that covers every step required to address a toxic workplace,
that I saw true results in a leader’s ability to elevate the
engagement, productivity, and happiness
on their team.

**What comes to
mind when you
think of a toxic
workplace?**



slido



**What comes to mind when
you think of a TOXIC
workplace?**

ⓘ Start presenting to display the poll results on this slide.

What does it
mean to
ACT rather than
re-Act?

“Every piece is important”



Why most leaders struggle to address the toxicity?

- ✘ Struggling with current changes and don't have time to address people issues
- ✘ Frustrated with people issues and feel that they should 'know' how to get along
- ✘ Addressing the root may cause further issues



Signs of a Toxic Workplace



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Signs of a Toxic Workplace

- ▼ Poor Communication*
- ▼ Cliques, Exclusion, Us vs Them*
- ▼ Poor Leadership*
- ▼ Unmotivated, Under-valued, Disrespected*
- ▼ Lack Growth*
- ▼ High Turnover*
- ▼ Lack of Work-Life Balance*
- ▼ Burnout*
- ▼ Unresolved Conflict and Constant Drama*
- ▼ Gossiping, Finger-pointing, Backstabbing*

Unpleasant things DON'T make your workplace TOXIC

- ✘ A colleague criticizing the conclusions in your work
- ✘ Someone else getting a promotion over you
- ✘ A boss pointing out your mistakes or omissions
- ✘ Not being asked for your opinion on everything
- ✘ Your project being sidelined





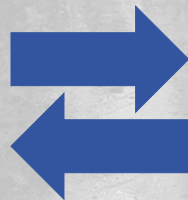
Toxic Workplace



Toxic Workplace



Toxic Workplace



Toxic Employees

Part **1**

Identify Challenges

Effectively Deal With Employee Attitude Issues

Identify Challenges

Address Toxic Workplace Issues

Q/A

Control Your Feelings

Quickly Address





**Some Employees Are Just
Not The Right Fit**

Types Of Behaviours That Cause An Unhealthy Work Environment



Entitled



Differing Core Values



Us vs Them Mentality



Selfish, Self-Centered



Passive-Aggressive



Attention Seeking



Leadership Attentiveness



All Or Nothing Thinking

Part **2**

***Control Your
Own Feelings***



GOOD



BAD



UGLY


slido




Where in your body do you feel it and how do others know that you are dealing with these toxic issues?

ⓘ Start presenting to display the poll results on this slide.

Emotional Contagion



**Employees are not
emotional islands**



Leaders strongly influence the mood, attitudes, and performance of their team

“

Don't let your expectations become unrealistic and don't let other's expectations 'should' all over you.

”

Part **3**

***Address Toxic
Workplace Issues***



Unpredictability upon layers of unpredictability



**Being stressed out is
chronic and pervasive**

To Lose Your Fire



- 1. Unsustainable workloads**
- 2. Perceived lack of control**
- 3. Insufficient rewards for effort**
- 4. Lack of a supporting community**
- 5. Lack of fairness**
- 6. Mismatched values and skills**

*Cool or
Back to
School?*

↑↓
Demand
+
↑↓
Control
=
High Stress



*Cool or
Back to
School?*



Effort

+



Reward

=

High Stress





How are we going to communicate?

Part **4**

***Quickly Address
To Improve***



Difficult people use difficult and negative behaviour because they are able to get what they want by using it.

People who rub against your top values are the people who likely trigger you the most.



Effective Strategies To Deal With Attitude Issues



Prepare Ahead of Time



Open Up By Listening



Provide Feedback



Outline Expectations



Focus On Behaviours



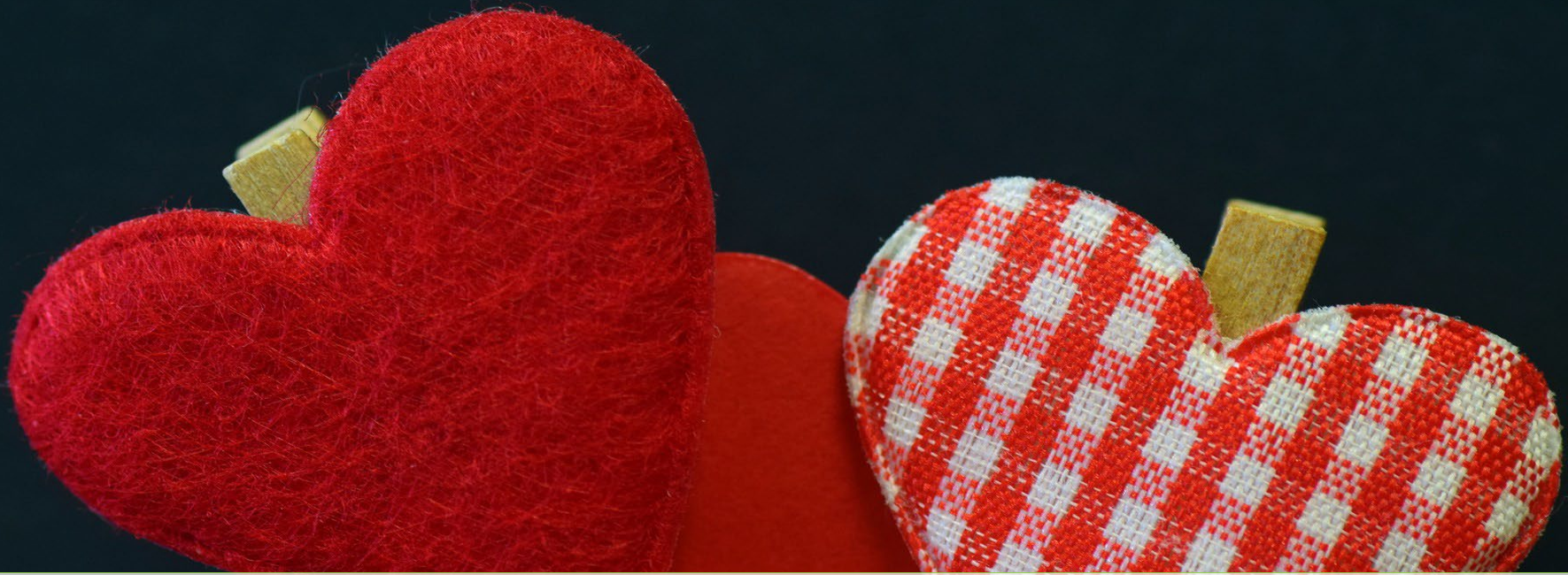
Move To Problem Solving



Follow Through Is Key



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**It is essential that you
take care of yourself**

S-O-S Principle™



Act Rather Than Re-Act

Self-Care Is A Priority

Quickly and effectively address, coach, and counsel employees

Create a positive work environment

Control your own feelings effectively

Identify challenges associated with managing difficult employees



Leadership Advantage
LEAD Roadmap

START



STOP



CONTINUE



Start taking
action to terminate
toxicity



Homework:

**Categorize
negative
reactions**

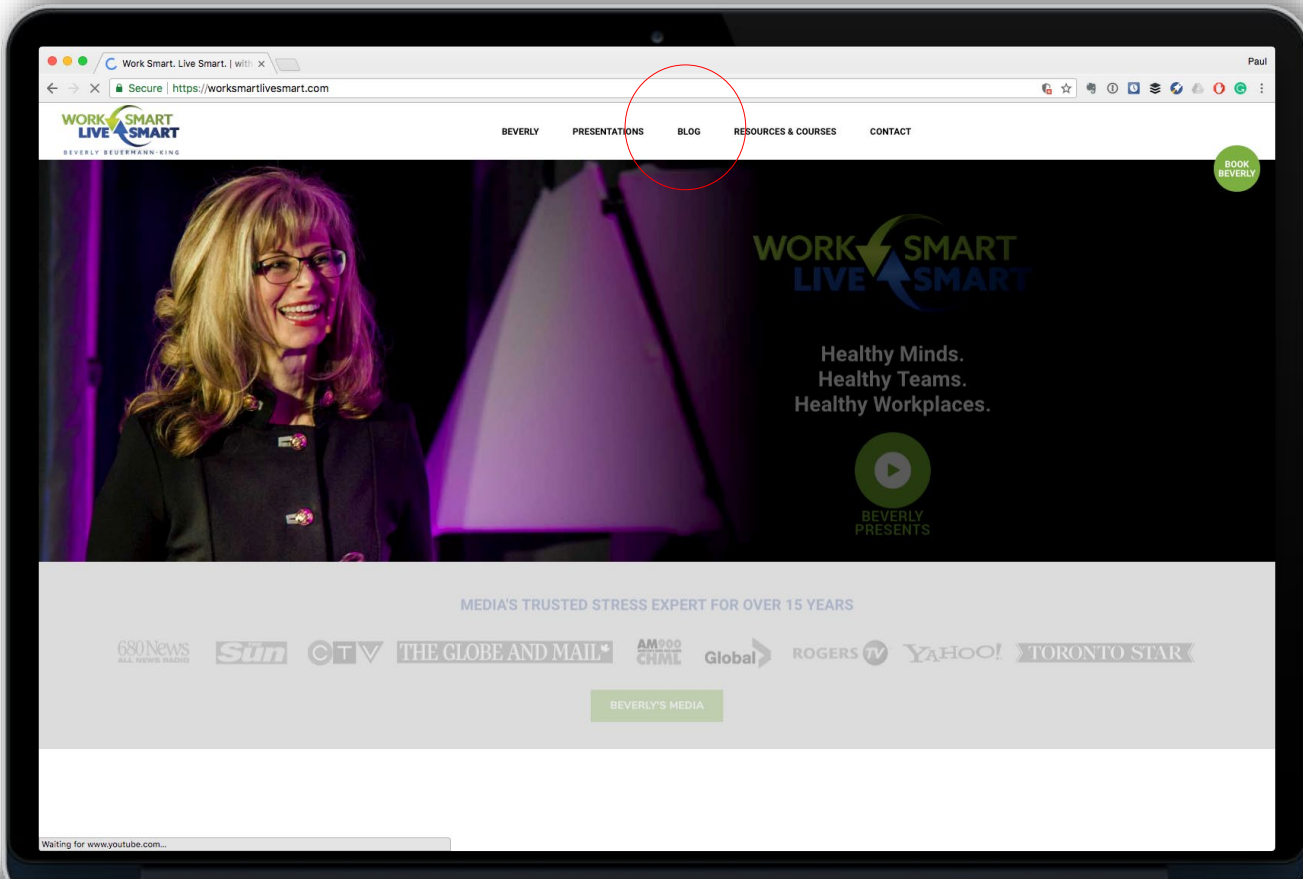
**Evaluate
impact of toxic
environment**

**Review policies
for harassment, and
resolution procedures**



Leadership Advantage

LEAD Roadmap



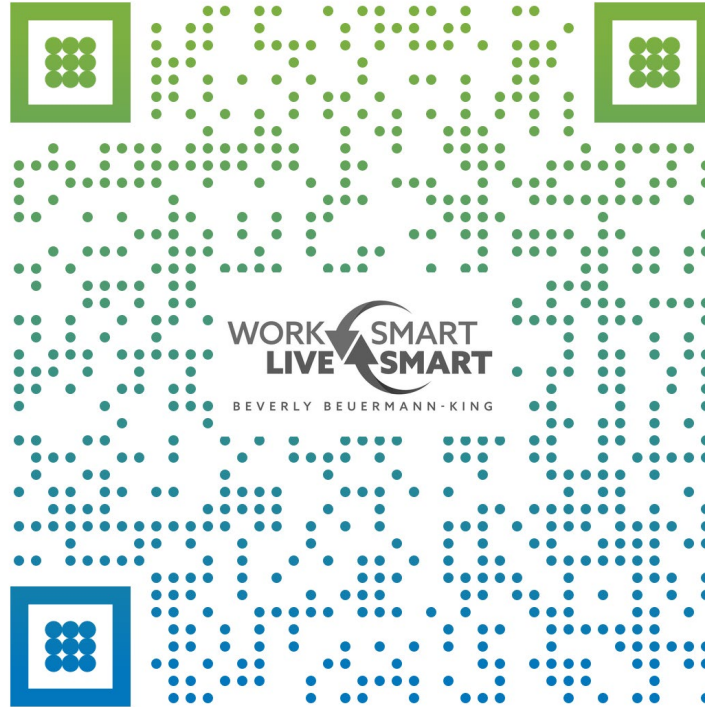
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***“Alexa,
play my
podcast”***

Work Smart Live Smart Briefing

Infographics



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BeverlyBeuermannKing/](https://www.linkedin.com/in/BeverlyBeuermannKing/)

A Recommendation Is Always Appreciated



Thank You

Leadership Advantage

[LEAD Roadmap]

**Confidently terminate toxicity and elevate engagement in your team
[without wasting thousands of dollars and time on the wrong strategies]**

Investigate

1

Discovering Employee Needs

Get clear on what your employees want from their work to feel safe, secure, and successful

2

Building Resiliency

Define resiliency in the context of preventing burnout and increasing happiness

3

Terminating Toxicity

How to evaluate the issues that are creating a toxic environment for your team

4

Managing Mental Health

Separate the myths and facts and address any stigma that may be negatively impacting your team

5

Dealing With Negativity

How to identify attitude and behaviour patterns within your team and implement strategies to effectively deal with them

6

Controlling Conflict

How to confidently turn conflict into productive discussions

7

Holding Supportive Communication

How to establish communication strategies that effectively inform and support their team

8

Creating Rules Of Engagement

Define the rules of engagement within your team that promote safety, security, and success

9

Being A Beacon

Turn your knowledge and strategies into actionable steps for creating an engaged, happy, productive team

Integrate

Inspire



Q & A

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Evaluation



<https://survey.zohopublic.com/zs/SXB3Vq>

WORK SMART
LIVE SMART

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