

Problem-Solving Personnel Challenges A Scenario Approach

In this dynamic, interactive seminar, Dr. Thomas Pomeranz provides participants with a series of demanding management scenarios that are frequently encountered in agencies and organizations supporting people with disabilities. These scenarios focus on a diversity of personnel issues including alleged: theft, drug use, sexual harassment, insubordination, dress code violation, abuse of leave and other personnel issues confronted by supervisors and managers.

Through small group discussion participants are tasked to identify best practice strategies and processes to address the personnel challenges that can arise when supervising the "difficult employee". Following the group exercises Tom and the participants analyze the strategies and recommendations proposed by each group. The analyses encompass essential strategies to assure compliance with the organization's personnel policies and disciplinary protocols, EEOC Regulations, Union rules, etc. and avoidance of inequitable precedents and reversal of the disciplinary action. Tom also identifies areas where the organization may need to modify and/or add personnel policies, hiring practices and disciplinary action processes. Tom notes common personnel action missteps that can lead to avoidable litigation.



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