

COACHING TOXIC PERSONALITIES

Restore Everyday Civility. Increase Performance. Reduce Drama.

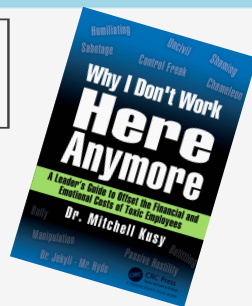
"Restoring civility is within every organization's DNA capability. Catalyzing this is within mine."

Dr. Mitch Kusy, Corporate Psychologist & Professor

Author:

Why I Don't Work Here Anymore:

A Leader's Guide to Offset the Financial and Emotional Costs of Toxic Employees



4-Phase Model



1. One-Hour Assessment with:

- * Boss of uncivil person
- * Uncivil person



2. Choice of Three Coaching Tracks

- * Coaching boss & toxic person together (1 hour)
- * Coaching boss & toxic person separately (2 hours)
- * Coaching entire team with boss & toxic person (4 hours)



3. Choice of 50+ Tailored Assignments

- * Clear contract
- * Measurable behaviors

4. Tools for Sustaining Results

- * Problem-solving to address obstacles
- * Strategies to sustain the effort



National Research on 400+ Individuals

Who Are Toxic People?

They shame, are passively hostile, sabotage

Have your clients experienced the perils of narcissists, bullies, and clever chameleons who knock down, but kiss up? What about those who shame, manipulate, and belittle? We feel the angst they cause but are often unaware of how prevalent they are or how much they cost—in terms of money and team performance. So, why do we put up with them? And for so long?

What Will This Coaching Address

Individual, team, financial impact

The answers to these questions and dozens more are the latest fuel for Dr. Mitch's coaching model, which shows how to handle these Dr. Jekylls and Mr. Hydes. Research on over 400 participants reveal the top methods for determining their financial cost, assessing the best of tailored methods to intervene, and designing workplaces that do not allow people to get away with bad behavior. Period.

Expected Outcomes

- * Reduce total compensation costs by 4% to 6%
- * Decrease turnover anywhere from 12% to 31%
- * Increase proper reporting of incivility beyond the current 6%
- * Improve team climate by up to 87%
- * Increase customer retention by up to 80%

Dr. Mitchell Kusy

- * 2005 Fulbright Scholar
- * Professor, PhD Program, Antioch University.
- * 100+ clients internationally
- * Previous head of organization development, American Express
- * Author of six business books, including a best-seller
- * 1998, Minnesota OD Practitioner of the Year



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