

Leadership: Managing the Challenging Employee



Learn to understand difficult
employee behavior and
respond effectively

OVERVIEW

As a manager, you'll likely encounter difficult personalities in your workplace. In this live virtual course, you'll explore common types such as know-it-alls, whiners, passive or passive-aggressive employees and those who appear lazy or inflexible. You'll gain insight into why people behave in these ways and learn practical response strategies to encourage positive contributions and bring out the best in every team member.

During this course, you will:

- Explore different types of leaders and work personalities
- Study types of disruptive workplace behavior
- Learn how to spot and address unprofessional conduct
- Understand key principles of dealing with bad behavior

Who Should Attend?

If you're a charge nurse or in any health care leadership or manager role, this course is designed for you.

Facilitator



Mark Kaliher, BSN, MSN, RN has over 20 years of nursing experience, primarily in the emergency department. He currently works as a charge nurse at Bear Valley Community Hospital in San Bernardino County. Kaliher has experience working with a variety of teams through many years of registry work and critical care transports. For the past 10 years, he has also led courses through FlexEd and HASC, becoming one of their most requested instructors. Students consistently say he's able to take complicated concepts and make them easy to understand. His humor and passion for nursing make each course an enjoyable experience.

REGISTER NOW

Leadership: Managing the Challenging Employee



REGISTER ONLINE

Scan the QR code to register online,
or visit <https://qrco.de/challenging>

Live virtual course

Program date: Wednesday, May 20, 2026

Check-in: 8:45 a.m. Pacific Time

Event: 9 a.m. - 1 p.m. Pacific Time

Program cost

- **Members: \$176 per person**
- **Nonmembers: \$228 per person**

Discounts available for groups of three or more.

For more information, please contact Sharri Dixon,
sdixon@hasc.org.

Continuing Education Credits

**Provider approved by the California Board of Registered Nursing,
Provider no. 08593, for 4 contact hours.**

IMPORTANT INFORMATION

Registration deadline: May 13, 2026.

Valid payment information must be received with your registration.

Make check payable and mail to: HASC, FILE 1361, Pasadena, CA 91199-1361.

You may be photographed or videotaped at the event. HASC reserves the right to use these photos and videos in promotional, marketing, educational and other materials.

This course is presented by Flex Ed and could be offered by your hospital in the future. If your hospital is a Flex Ed client, check with your organization to learn about future offerings that may be at no charge to you. If you wish to continue registration at this point, HASC will offer a discount. If you're unsure whether your hospital is a Flex Ed client, please click [here](#).

SCREEN SHARING

Screen sharing is not allowed without prior approval. Unauthorized screen sharing will result in removal from the course and loss of CEUs. To request approval, contact sdixon@hasc.com no later than May 13.

CANCELLATIONS

Program cancellations received in writing by May 13, 2026, will be subject to a \$50 processing fee.

We welcome substitutions.

Refunds will not be granted after May 13 or for no-shows. Fees are not transferable to other programs.

SPECIAL NEEDS or QUESTIONS

For ADA assistance or general registration questions, contact [Sherita Aquino](mailto:saquino@hasc.org), saquino@hasc.org or (213) 538-0767.