



Educational Seminars Institute
Automotive Management Specialists

Since 1984

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ESI Offers Tips on Dealing with Bad Behavior in the Workplace

“Rewarding Bad Behavior” Session Slated for Upcoming ASCCA Conference

Simi Valley, Calif. – May 29, 2013 – Bad behavior in the workplace is easy to spot, whether it’s the employee who arrives 10 minutes late each day or the one who routinely shows up mad at the world. To help automotive repair facilities deal with bad behavior, instead of simply tolerating it, Educational Seminars Institute (ESI) offers the following tips from its “Rewarding Bad Behavior” session.

- Automotive repair facility owners should address bad behavior immediately. If the owner sees it, so do all of their employees.
- Doing nothing about bad behavior will over time erode employees’ faith in their leader. Doing nothing also sends the message that bad behavior will be tolerated, which in turn encourages more bad behavior.
- Acknowledge and reward only good behavior.
- Proactively work to eliminate negative behaviors through coaching, retraining or removal. A repair facility will see marked improvement in employee attitudes, performance and engagement when negative behavior is effectively handled in the workplace.

The next “Rewarding Bad Behavior” session in its entirety will be given as the keynote address at the Automotive Service Councils of California (ASCCA) Summer Conference, June 21-23, at the Hilton Irvine Orange County Airport. ESI’s Automotive

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Coach Bill Haas, Haas Performance Consulting, LLC, will deliver the session on Saturday, June 22, at 8:40 a.m.

ESi's Maylan Newton, CEO and senior instructor, also will lead a conference session on "Success or Struggle: You Decide" on June 22, at 2 p.m. Newton's presentation will address why some businesses are always packed and making money, while others seem to struggle.

For additional information about the ASCCA Conference, visit www.ascca.com/2013-summer-conference/.

ESi was founded in 1984 and offers "Independent Solutions for Individual Needs" through its Professional Business Development training series, an In-Shop Training Support Program, a Phone Coaching Program, the Service Writer's School of America, the Mega Marketing Symposium and Customer Service Group Web Meetings. All ESi programs are taught by automotive professionals with at least 20 years of experience in the automotive industry. For information, visit www.esiseminars.com, email: esi@esiseminars.com, or call toll-free (888) 338-7296.

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