



Montana Consulting Group **Turnaround Interview®**

Turn off people problems, not people!

“This is nuts, we’re talking about just a few extra minutes of break time. I’ll just stay late and make up the time.”

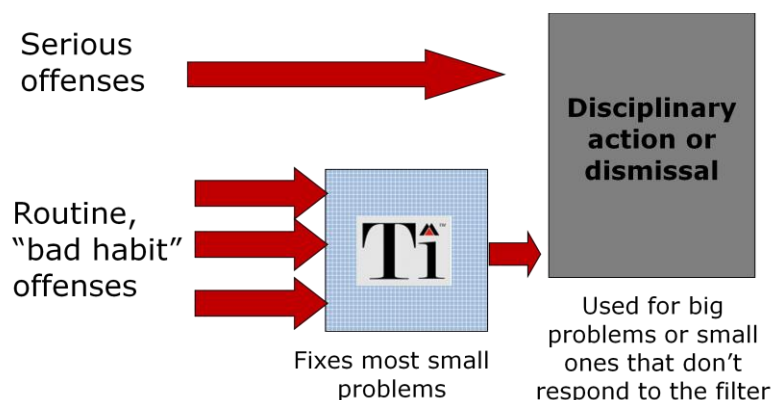
Montana’s wildly popular Turnaround Interview® program teaches managers and supervisors the secret techniques for getting an employee to break a bad habit WITHOUT USING DISCIPLINE.

Turnaround Interview® is the perfect solution for lateness, minor quality or documentation problems, procedural violations, excessive personal phone calls, dress code problems, extended breaks, negative attitudes, and minor safety violations.

Based on sound psychological principles, Turnaround Interview® accepts that most people will defend their behavior even when down deep they know it’s wrong. Their defensive tactics have been practiced since childhood and are perfected by the time people enter the workforce. Turnaround Interview® teaches supervisors how to use four steps that anticipate and break down the natural defensiveness and obtain a commitment. It teaches a technique for enhancing that commitment so that the employee will not be comfortable ignoring the promises made.

Turnaround Interview® is an exciting, practical course, full of carefully crafted strategies for using body language, voice control, and carefully chosen phrases to control a potentially tricky conversation.

Turn off people problems – not people – with Turnaround Interview®.



About Montana Consulting Group

Montana Consulting Group is a division of **Montana HR Services Inc.**, a Moncton, New Brunswick, based consulting firm established in 2004. We help businesses form their workplace cultures through concrete practices and dynamic leadership. We support our consulting work with customized training.

Montana Consulting Group brings clarity to the confusing and frustrating business of managing people. We help our clients *transform vision into action!* We are known for our ability to “put a light at the end of the tunnel” for leaders and managers facing difficult situations with employees or their unions.

Our clients include more than 100 employers: private and public sector [including health care, municipalities, federal and provincial governments, and education], large and small, unionized and non-unionized, Canadian and American.

Consulting and Training Expertise

Montana Consulting Group offers consulting and training services in English and French. Below is a summary of our expertise and the range of services we offer.

Strategic HR management	Leadership / supervisory training
<ul style="list-style-type: none">• Strategic planning• Organizational design and restructuring• Flexible work systems• HR and succession planning• Change management• HR policy development• HR/ labour relations due diligence for acquisitions	<ul style="list-style-type: none">• Introduction to management and supervision• Single Team Leadership – avoiding “us versus them” cultures• <i>Turnaround Interview</i>[®] -- correcting employee bad habits without discipline• <i>Principle Based Labour Relations</i>—managing under a collective agreement• Attendance management• Employee communications
Labour relations	Investigations, assessments, respectful workplace
<ul style="list-style-type: none">• Single team collective bargaining• Collective bargaining training• Collective agreement administration• Grievance arbitration presentation and coaching• Managing the non-union workplace	<ul style="list-style-type: none">• Workplace assessment• Employee surveys and focus groups• Harassment and other workplace investigations• Human rights / respectful workplace policy and training.• Conflict resolution and mediation

Contact us

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Transform vision into action!

Bilingual in-depth expertise in human resources, industrial relations and leadership

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