



WHEN: Wednesday, Oct. 14, 2026
TIME: 12:00 p.m. – 1:30 p.m.
WHERE: Billings Federal Credit Union (New Location)
2522 4th Ave North
Admin. Building (lower-level conference room)
Billings, MT 59103

You may park in the Parking Garage or in front of the Admin. Building next to the drive through.

Register on the **yvcshrm.starchapter.com**

COST: \$25.00

**Motivating Leadership to Manage Abrasive Conduct:
Helping Grow Management Backbone in the Age of Unruly
Janet Anderson, SPHR, LCSW, CEAP and Accredited Boss Whisperer**

Tired of telling managers it's their job to manage abrasive workplace behavior, not yours? Do you wish they'd find the courage to stop bullying by bosses? This session will show HR professionals how to motivate leadership to intervene and stop the suffering. Most abrasive leaders can change, but only if their managers motivate them to transform their leadership styles using the correct strategy: courageous conduct intervention.

Learning Objectives:

- The five steps of courageous conduct intervention.
- How to help management grow their Management Backbone and manage unacceptable conduct.
- How to overcome leadership anxiety and defensiveness at the prospect of intervening with an abrasive employee.



Janet possesses extensive experience and certification in Employee Assistance Programs, Human Resources Management, Conflict Resolution, and Coaching Abrasive Leaders. Janet has managed Employee Assistance Programs (EAP) with the United States Postal Service and Intermountain Healthcare and worked as an EAP counselor with the Boeing Company. From 2004 until 2022, she served as the Employee Relations Director for the Nevada System of Higher Education where she provided consultation and support to leadership, faculty, and staff with performance issues, conflict management, and compliance. She developed and implemented leadership training across the NSHE system. Janet's passion lies with assisting organizations in effectively managing difficult performance problems. Her extensive training and experience provide optimal skill towards bringing safe and effective resolution to the most resistant performance issues. Janet is accredited as a Boss Whisperer by the Boss Whisperer Institute in Portland, Oregon, and has focused solely on providing support to the organizations in managing abrasive employees for the past 5 years.

Please [RSVP online](#) by 5:00 p.m. on Tuesday, **October 13, 2026**.

If you have any questions, please contact YVC SHRM VP of Programs, Raul Espindola raul.espindola@stockmanbank.com