



Employee Performance Management and Coaching

Achieve and sustain high performance and job satisfaction
Offered as part of the Supervision Fundamentals Certification



Your instructor:

Judy Hartley has more than 20 years of hands-on experience assisting organizations with leadership and team development, as well as customer-focused process improvement initiatives.

Participants are introduced to an Employee Success Assurance Model, and tools for carrying out on-the-job training with structured checklists and job aids. They will practice setting goals, communicating clear expectations and constructive feedback. Tools for recognizing high performance are provided, along with low-cost means for rewarding employees. Participants will identify causes of performance problems and learn new coaching strategies for attendance and attitude issues. Likewise, guidance is provided for conducting coaching conversations and annual performance appraisals.

After completing this workshop, participants should be able to:

- Plan for and conduct structured on-the-job training with employees
- Provide clear expectations and goals for successful job performance
- Sustain improved job performance through feedback and recognition
- Identify obstacles to performance and job satisfaction
- Plan, conduct and document employee coaching to address performance problems, work habit issues and employee performance appraisals

Thursday, January 24, 2019 8:00 a.m. - 4:00 p.m.

Fee this class: **MA members** \$329 per person **Non-MA members** \$449 per person

Receive a 10% discount if you register 14 days prior to the event

Location: **Manufacturers Alliance Training Center**
8421 Wayzata Blvd, Suite 190
Golden Valley, MN 55426
(For directions and map go to www.mfrall.com)

Register: Registration is required. Reserve on-line at www.mfrall.com, by 3:00 pm by January 22, 2019. **Your satisfaction is guaranteed.**

Cancellation Policy: **No refunds** for cancellations after 3:00 p.m., January 22, 2019, or for no-shows at workshop. *(Substitutions are accepted.)*