



# Employee Performance Management and Coaching

Achieve and sustain high performance and job satisfaction

Offered as part of the Supervision Fundamentals Certification



**Your instructor:**

*Natalie Ackerman* is CEO, Talent Edge Group and is a Certified Executive and Career Coach who has spent the last 10 years as a talent management and leadership development consultant for numerous organizations in the Twin Cities. She has coached more than 1,000 leaders from first time managers to the C-suite from every function and within almost every major industry.

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, December 3, 2020 8:00 a.m. - 4:00 p.m.**

**Fee:** **MA members** \$335 per person **Non-MA members** \$435 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](http://www.mfrall.com))*

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com), by 3:00 pm by December 1, 2020. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., December 1, 2020, or for no-shows at workshop. *(Substitutions are accepted.)*