Coaching and Counseling Employees
Coaching and counseling is really “shaping behaviors” for win – win outcomes. Coaching isn't counseling and counseling isn’t coaching. One is voluntary and the other isn’t. Coaching is a proactive interaction and counseling is, most often, a reactive activity. Coaching is a form of staff development and supervisors need to invest time to coach and counsel in order to ultimately achieve performance results. Learn to coach for professional development, counsel performance behaviors, not personality change, and how to unlearn past performance. Understand the difference between technical competencies and behavioral competencies. Know what to do when counseling sessions go bad, how to confirm what you think you heard, and how to preview performance needed.

Creating a Culture of Positive Accountability
Individual or Team Accountability is another way of referring to individual or team ownership of actions and behaviors that translate into results. Approached in the wrong way, holding people accountable can actually have the contrary consequence of people “playing it safe”, not going-out-on-a-limb for fear of negative consequences. Supervisors and employers who are able to create a positive culture of accountability, benefit by tapping into the potential resident in individuals and teams who take ownership of their actions and behaviors. Both employer and employees win. In this Learn to recognize the positive or negative intent behind “holding people accountable” efforts.

Delegation
Learn to entrust your work to others. Put delegation skills to work to pinpoint the right task, the right time and the right person to maximize productivity. Foster greater cooperation and collaboration through clear delineation of roles. Overcome reluctance, resistance and lack of motivation. Exhibit greater competence and confidence in assigning work and responsibilities.

Employment Law for Supervisors
A supervisor is one of the most important employees in the workplace. They are expected to know everything, from how to get the product out the door to how to manage employees. This seminar will provide supervisors with the tools and information they need to avoid the most common employment issues and help prevent lawsuits. Topics to be discussed include the dangers of employee misclassification, how to engage in dialogue with an employee with a disability, the consequences of failure to appropriately document or investigate issues, and much more.

Having the Title, Earning the Respect
For newly promoted supervisors (in the position less than twelve months) who need to establish and polish supervisory skills or someone who is assuming supervisory responsibilities. Learn how to interview and hire the best candidates and develop employees, which includes motivating and delegating. Evaluate employee performance. Understand the supervisor role and the impact perceptions and expectations can have on effectiveness. Manage time effectively and sharpen communication skills.

Leadership
This program presents the practical concepts, strategies, and skills needed to enhance a leader’s performance. Learn to create an environment of trust where people do better work by building a higher trust. Integrate generational differences into leadership mindset. Improve interpersonal skills and build emotional intelligence. Improve teamwork and motivation. Understand TQM and lean thinking in the modern organization. Master all forms of communication to reduce stress and conflict.
Performance Management Basics
One of managers’ most disliked tasks is performance appraisals or annual reviews. Performance management removes performance appraisals or annual reviews as the focus of employee performance. The focus then becomes the entire spectrum of performance improvement strategies to influence employee behavior and results. Performance management involves, among other things, effective employee performance improvement strategies, development of performance measures and expectations, regular performance feedback, goal setting, coaching, performance development, training, cross-training, challenging assignments and 360° feedback. The manager/employee relationship is the focal point of effective performance management strategies. Learn to manage different levels of employees: high, marginal and low performers.

Performance Reviews and Coaching
Develop managers coaching skills to assist them in maximizing the potential of their employees. Appreciate the importance of making reviews and coaching a regular component of the performance management process. Learn to set clear goals and expectations. Use the key skills of observation, inquiry and feedback.

Strategic Thinking
Learn to develop an understanding and appreciation of the strategic plan process, so participants can work with their teams at all levels of the organization to “think strategically”. Learn how to define the present state “Where we are now” strengths, limitations, initiatives and understand the values by which the business is run. Identify the gaps and the factors to reach critical success following the 80/20 rules.

Supervision
This workshop provides an understanding of the role of the immediate manager or supervisor and the knowledge necessary for successfully directing the actions of others. Participants will gain an understanding of the leadership skills and techniques that are critical to the increased development of employee performance and overall effectiveness. Using case studies and discussion groups, participants will explore these topics:

- The role of the supervisor: the management process of planning, organizing, and controlling
- Leadership: characteristics most effective in gaining and maintaining the respect of employees
- Motivation: the basics of human relations and the skills in motivating employees
- Communications: methods that reduce misunderstandings in the workplace and encourage open communication
- Performance Management: the evaluation process, coaching, performance improvement strategies, workplace behavior problems, progressive discipline actions
- Interviewing Technique: selecting, hiring, and promoting employees

Team Development
The ability to develop a dynamic team is crucial. Build a high-performance team by understanding how the requirements of the organization and the needs of employees can be work together to create powerful resolve to succeed. Learn the difference between coercing and threats versus influencing and empowering. Explore the principles that make teams work and the leadership behaviors that motivate individual and group performance.