



Employee Performance Management and Coaching

Achieve and sustain high performance and job satisfaction

Offered as part of the Supervision Fundamentals Certification



Your instructor:

Susan LaCasse brings 30+ years of experience leading and supporting transformational change, teaching & developing leaders, and helping people claim the life they want. She has taught strategy, leadership, and critical thinking courses. Susan holds a Master's degree in Training and Human Resource Development, and Bachelor's degrees in English and Mathematics.

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, June 1, 2023 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)

Register: Registration is required. Reserve on-line at www.mfrall.com, by 3:00 pm by May 30, 2023.. **Your satisfaction is guaranteed.**

Cancellation Policy: **No refunds** for cancellations after 3:00 p.m., May 30, 2023, or for no-shows at workshop.

Participants in our Supervision Fundamentals Certification must notify us two business days in advance of this workshop if they cannot attend it or they will be invoiced the workshop fee.