

Management Development Series

Facilitated by: Charlotte Mason, PHR, Advantage Resource Group, Inc.

Wednesdays, Oct. 19, 26, Nov. 2, 9 – 9:00 a.m. to 12 noon

Location: Miller Motte Technical College

Cost: \$75 per class

To register: (540) 774-9705 or Cmason@Advantageresgroup.com

Interviewing Skills and Behavioral Interviewing – Oct. 19, 2016

The most accurate predictor of future performance is past performance in a similar situation. Behavioral interviewing focuses on experiences, behaviors, knowledge, skills and abilities that are job related. Training session topics include the benefits of improved hiring skills, how to prepare behavioral interview questions, the steps for conducting an effective interview, and how to hire the best applicant for the job.

Coaching Skills for Managers – Oct. 26, 2016

Managers utilize coaching skills to improve employee and team performance, teach new tasks and skills, and support an employee's professional/career development. Coaching provides a context for feedback and a process to support behavioral changes. The training session covers the difference between managing and coaching and the structure of the coaching conversation. Relevant case studies and role plays are used to transfer the coaching skills learned to actual workplace situations.

Conducting Effective Performance Evaluations – Nov. 2, 2016

Performance evaluations can be a win/win experience for employees and employers. Learn the six primary payoffs of evaluations, setting performance standards, goals and action plans, preparation steps for the evaluation, and conducting an effective evaluation meeting.

Employee Discipline and Documentation – Nov. 9, 2016

Employee disciplinary action is often a dreaded task for managers. Taking a systematic approach to this process can protect the company from legal issues and provide guidance for the employee to improve performance. The training session will include the benefits of good documentation, the use of an Incident Diary and how to conduct an effective disciplinary meeting.

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Note: Classes may be conducted onsite at your company.

