

MANAGEMENT SKILLS CLASSES

Facilitator: Charlotte Mason, PHR - **The Advantage Resource Group, Inc.**

Location: National College - 1813 East Main Street, Salem, VA 24153
All classes will be held in The Roost (a conference room located off the cafe on the first floor)

Time: 9:00 a.m. to 12 noon

Cost: \$65 per class

**To register call – 774-9705. Please make checks payable to: The Advantage Resource Group, Inc.
Mail to: P. O. Box 3105 Roanoke, VA 24015**

Coaching Skills – Tuesday, August 3, 2010

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 – Tuesday, August 10, 2010

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. The training will also cover designing an employee development plan.

Employee Discipline and Documentation – Tuesday, August 17, 2010

Employee disciplinary action is often a dreaded task for supervisors. 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.

Note: Classes can also be conducted at your location.

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