

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)
except August 6 & 13 – Room 129

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

Cost: \$65 per class or \$350 when registering for all six classes

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

Introduction to Supervision – Wednesday, July 8, 2009

Employees are often promoted to a supervisory position because they were an excellent performer in their previous position. Without training in supervisory skills, the new supervisory experience can be challenging and frustrating. Topics covered in this training include the role of the supervisor in today's changing work environment, communicating effectively with employees and management, delegating and assigning tasks, identifying and solving problems and creating an environment of trust.

Boosting Employee Motivation and Morale – Wednesday, July 15, 2009

Effective motivational practices will create and sustain a positive work environment. The training will cover what employees want from their jobs, motivational techniques to achieve peak performance, and tips to improve overall employee morale.

Interviewing Skills and Behavioral Interviewing – Wednesday, July 22, 2009

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 – Wednesday, July 29, 2009

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 – Thursday, August 6, 2009

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 – Thursday, August 13, 2009

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.