

PRINCIPLES OF MANAGEMENT II

<p>Behavioral Expectations:</p> <ul style="list-style-type: none"> • Utilize the three key principles to successful discussions with your associates • Recognize the difference between performance problems and behavior problems • Demonstrate the key steps to non-defensive coaching and counseling • Conduct effective discussions using positive feedback techniques • Learn to maintain employee performance and behavior • Follow the steps on how to document discussions 	<p>Module Outline:</p> <p>Prerequisite: Principles of Management I</p> <p>Schedule: 8 consecutive weekly sessions. Each session is ½ day.</p> <p>This module is designed for managers and leaders who are responsible for coaching their associates on performance or behavior problems. The participant will learn how to conduct effective discussions to assist their associates to gain the competence and confidence they need to do their jobs. Participants will gain real world experience by utilizing case studies and actual role plays to practice the skills they learn in the classroom and apply them back on the job.</p> <p>Listening Profile</p> <ul style="list-style-type: none"> • Learn the five different approaches to listening <p>Improving Performance</p> <ul style="list-style-type: none"> • Foundation for Interaction • Steps to performance problem discussions • Techniques for defensive reactions <p>Improving Work Habits</p> <ul style="list-style-type: none"> • Handling poor work habits • Attitude problems • Positive behavior changes <p>Maintaining Improvement</p> <ul style="list-style-type: none"> • Steps to increased motivation • Praising the associate for improvement <p>Following Up Effectively</p> <ul style="list-style-type: none"> • Steps to effective solutions • Introduction of consequences <p>Effective Disciplinary Action</p> <ul style="list-style-type: none"> • Steps in progressive discipline and how to document • Regaining commitment <p>Motivating the Average Performer</p> <ul style="list-style-type: none"> • Getting team commitment • How to motivate the average performer to increase their performance <p>Handling Complaints</p> <ul style="list-style-type: none"> • Turn complaints into positive discussions <p>Handling Emotional Situations</p> <ul style="list-style-type: none"> • Maintain composure and avoid debate with an associate • Indicate confidence in the associate <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. Learn how to coach and counsel associates in a non-defensive manner. 2. Build self-confidence by demonstrating skills learned. 3. Understand the importance of documenting your discussions.
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