



CHANGING WORK HABITS:

COACHING EMPLOYEES TO BETTER PERFORMANCE

a workshop by

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Purpose

This clinic teaches a proven technique for constructively resolving employee performance problems and for getting employees to change inappropriate behaviors or work habits. Participants practise a step-by-step interpersonal skill and learn exactly **what to do** and **what to say** to solve employee performance problems. All too often, supervisors and managers avoid dealing with employee performance problems and appear to tolerate inappropriate behavior because they don't know **exactly what to do**. But the appearance of condoning incompetence destroys the morale of the team and it predictably ruins organizations.

This clinic will teach you skills:

- ◆ to constructively address employee performance problems
- ◆ to jointly problem-solve an employee's performance problem
- ◆ to develop and implement successful action plans to resolve performance difficulties with employees
- ◆ to make coaching meetings with employees into win/win situations

Benefits of this Clinic

- ◆ It quickly develops your confidence to deal with long standing employee performance problems.
- ◆ The technique taught reinforces a work atmosphere where employees are treated as adults.
- ◆ Management attention is focused on changing employee behavior, not employee attitudes or personalities.
- ◆ Performance problems are typically resolved very quickly and at great saving to the organization.
- ◆ The supervisor or manager retains a control over the "behavior change" process.
- ◆ There can be immediate on the job application of the skills by the participants for exceptionally fast return on the training investment

A Key Topic for Management Development

Changing Work Habits is the perfect clinic to introduce your supervisors and managers to a proven, constructive way to resolve annoying performance problems before they become critical issues. The concepts and techniques presented will improve employee morale and prevent destructive interpersonal friction.

This powerful and highly practical program can become part of your management development initiatives or a special part of an annual meeting or convention. Use this three hour clinic as a customized **in-house** presentation for all your management, so that the whole management team can begin to practise a consistent, effective and straight forward approach to resolving employee performance problems.

