



CHANGING WORK HABITS:

COACHING EMPLOYEES TO BETTER PERFORMANCE

a workshop by

Robert H. (Bob) Kent, Ph.D.

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.

Presenter's Background



Robert H. (Bob) Kent, Ph.D.

Dr. Kent is a specialist in the structure and management of small and medium-sized organizations, and frequently serves as a personal coach and management consultant to executives for solving their management and employee performance problems. Before founding his consulting company in 1978, Bob held senior management and executive positions in federal and provincial government and private corporations.

Since 1972 he has lectured in management at several Canadian universities in the faculties of Management, Administrative Studies, Medicine and Continuing Education where he has been an award winner for excellence in teaching and professional expertise.

Bob has degrees in Mathematics, Business Administration and Computer Science and a Ph.D. degree in Management and Organizational Behavior. He was President of the Institute of Certified Management Consultants of Manitoba; and a Director of several national organizations including the Canadian Association of Management Consultants, and Scouts Canada.

As well, Bob is a regular business magazine columnist, a frequent speaker at seminars and conferences, and the author of over 120 published articles as well as several texts, videos and software applications on management, supervision, executive development and organizational change. Bob's fifth text, *The Foundation of Competitive Advantage* was published in the Spring of 2004.

As both an author and speaker, Bob is noted for his jargon-free, practical approach to management. Participants at workshops and conferences regularly praise Bob for both his humour, and his ability to clarify concepts and offer workable, field-tested solutions to everyday problems faced by organizational leaders.

A selection of organizations that Bob has served as a workshop leader and conference speaker:

- ◆ Administrative Management Society
- ◆ Alliance of Canadian Travel Association
- ◆ Association of Public Sector Information Professionals
- ◆ Canadian Association of Medical Radiation Technologists
- ◆ Canadian Association of Social Work Administrators in Health Facilities
- ◆ Canadian Heavy Duty Distributors Association
- ◆ Canadian Institute of Management
- ◆ Canadian Public Personnel Management Association
- ◆ Canadian Records Management Conference
- ◆ Communications Canada
- ◆ Financial Executives Institute
- ◆ Garment Rentals Association
- ◆ Investors Group
- ◆ Manitoba Credit Unions
- ◆ Manitoba Electrical League
- ◆ Manitoba Health Organization
- ◆ Manitoba Lodges and Outfitters Association
- ◆ Manitoba Production Days, Manitoba Potato Farmers
- ◆ Manitoba Restaurant and Foodservice Association
- ◆ Manitoba Seed Growers Association
- ◆ Manitoba Society of Health Care Volunteers
- ◆ Manitoba Trucking Association
- ◆ Medical Group Management Association of Canada
- ◆ Public Service Commission of Canada
- ◆ Purchasing Management Association of Canada
- ◆ The Canadian Broom, Brush, and Mop Manufacturers' Association
- ◆ The Canadian Payroll Association
- ◆ The Canadian Society of Club Managers
- ◆ The Institute of Association Executives
- ◆ The Institute of Internal Auditors
- ◆ The Public Service Commission of Canada
- ◆ The Toronto Dominion Bank
- ◆ The University of Manitoba
- ◆ The Young Presidents Association
- ◆ Transport Canada
- ◆ Venture Corporation of Brandon and District
- ◆ Victoria General Hospital
- ◆ Winnipeg Real Estate Board
- ◆ Winnipeg Sales & Marketing Executives

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