Coaching the Employee
Developing your team takes guidance. The path to successful coaching includes:
• Strategies to assist participants in identifying, addressing, dealing with, and developing positive employee coaching strategies
• Understanding change, basic responses to change and phases people go through personally and professionally
• Assessing communication, workplace negativity, and strategies to overcome performance deficiencies.
3 hours

Impact of Attitude/Team Building
Most individual and team success has as much to do with attitude as with skills. Learn:
• Strategies to identify, address, deal with and develop remedies for negativity which accompanies stress and strain in the workplace
• Strategies to deal with change
• Methods to help participants to internalize responsibility for success and to understand accountability for future success as the building blocks to performance productivity
• Explore techniques to evaluate how current internal belief and value systems impact productivity
• Understand the link between attitude and the importance of delivering quality and consistent customer service both internally and externally.
3 hours

Progressive Discipline
Discipline is never a fun part of the job, but it is part of the officer role. Be prepared.
• Explore performance discrepancies between what we have and what we want
• Learn strategies to assist, identify and correct employee performance deficiencies
• Learn strategies to identify and correct non-positive employee behaviors
• Discover the impact of documentation and barriers involved
• Develop positive ways to communicate expectations and an action plan
3 hours