



The 40-hour (8 week) Engaging Employees program is designed to provide participants with a general overview and understanding of performance management as the integral function of HR in a company—whether you have 1 or 50 employees. Ideally, participants should have completed the *Essential Communication Skills* program or an equivalent.

To register for this course:
 Email:
alana.hirtle@cbdc.ca
 Call: 902-895-6625

START DATE:
 September 7, 2016

TIME: 8:30am-12:30pm*
 *8:30am-5:00pm for
 September 7 and 14 classes

LOCATION: SUITE 208,
 35 COMMERCIAL ST.
 CBDC BOARDROOM

ENGAGING EMPLOYEES THROUGH SMART PERFORMANCE MANAGEMENT & COACHING

Topics to be covered may include:

- ⇒ Developing job descriptions and performance goals that clearly and effectively establish expectations for everyone.
- ⇒ Creating a performance management process including performance appraisals, work plans, performance logs, knowing how and when to give and receive feedback.
- ⇒ Understanding when and how to apply progressive discipline.
- ⇒ Developing skills for coaching employees that produces results.
- ⇒ HR best practices such as keeping personnel records, onboarding, establishing employee policies & procedures, and creating an employee-friendly work culture.
- ⇒ Knowing when to manage versus coach versus direct versus provide support to your employees

Program will be customized following one-on-one interviews with the participants

