

# CRITICISM & DISCIPLINE SKILLS FOR MANAGERS AND SUPERVISORS

*Presented by Fred Pryor Seminars*

**September 27, 2012**

**9:00 a.m. to 4:00 p.m.**

**SBETA** 600 N. Arrowhead Avenue, Suite 300, San Bernardino

**To make a reservation, contact Edith Fomby**  
909-888-7881, ext. 223 or [efomby@sbeta.com](mailto:efomby@sbeta.com)

## **Is your organization carrying dead weight? These days you can't afford to.**

Problem employees drag down morale, destroy productivity and distract their supervisors from important projects.

Every organization needs group leaders who know how to handle performance problems. But many managers—especially those who are self-taught—don't know what to do when an employee stops producing.

This training is designed to offer managers a proven system for dealing with unproductive employees—a system that will either get an employee on track or get him or her out of your hair.

Participants will learn the hidden causes of poor performance—and how to start fixing the problem. They'll learn how to gently prod a person to improve—and what to do if initial corrective actions don't work. Finally, they'll learn how to document the whole process so that your company is prepared if dismissal becomes necessary.

### **WHO WILL BENEFIT MOST...**

- All managers and supervisors
- Human resources personnel
- Attorneys who represent your company

### **KEY LEARNING POINTS...**

- Why and how performance problems develop
- How to set realistic and clear performance standards
- How to approach an employee about problem behavior in a way that minimizes hostility and defensiveness
- How to create an improvement plan—and get an employee to stick to it
- How to keep records of employee performance and corrective actions
- How to discipline, reassign or dismiss a person with fairness and clear documentation if he or she doesn't improve

### **AS A RESULT OF THIS TRAINING...**

- Teams will work more smoothly as people who used to be "weak links" are coached to improve performance
- Employees will be better satisfied and easier to work with because they'll know exactly what managers expect
- Productivity will increase because all of your people will be working hard to achieve your company's goals

\* A light breakfast and lunch will be provided.



City of San Bernardino Employment and Training Agency