



RESOLVING PERFORMANCE ISSUES VIRTUAL CLASSROOM

Interactive Leadership Skill Building

FALL 2019



DATES: October 17, 2019

TIME: 10:00am - 11:30am

LOCATION: Virtual Classroom
Your choice of location
Free from distraction

NOTE: Please be prepared to participate through chat, speakerphone, or headset

TUITION: \$75 per attendee

INCLUDES:

- Interactive Discussion
- Problem-Solving
- Checklist Tool
- Certificate of Completion

FOR QUESTIONS:

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REGISTER TODAY:

Jo Miller
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Resolving performance issues is a key part of every supervisor's job, but it can be challenging and difficult to know the best way to respond. Performance issues can be caused by variety of factors and often the root cause can be different across employees and situations. The key is that there is not a "one size fits all" solution. This class provides useful tools to identify the underlying issue and help you set a path to resolve it. Course content includes information to help supervisors:

- **Identify their style of resolving performance issues**
- **Assess and identify the cause of performance problems**
- **Surface and respond to performance issues in a way that impacts performance**
- **Stay focused when the cause of the problem may be a moving target**
- **Understand the importance of documentation**

Our virtual classroom is not a typical "sit and listen" workshop. There are multiple opportunities for interaction, asking questions, and getting feedback on individual situations. We build a variety of methods of participation into our classes.

RGS can also provide a private Resolving Performance Problems Virtual Classroom specifically for your Agency staff (minimum 10 employees). We can also provide this training onsite in a longer format to allow for more interaction and problem-solving. As with all of our training products, we can customize a unique training session on Resolving Performance Problems, or incorporate additional training topics into the session, based on your agency's needs. Additional costs per attendee will apply for in-person or customized training sessions. Contact us for more information.

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