



Positive Approaches to Resolving Performance and Conduct

Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ Define and identify problem employees or nonperformers
- ✓ Assess and confront problem behaviors before more drastic measures need to be taken
- ✓ Conduct a successful confrontation session
- ✓ Develop and communicate standards that will ensure high quality performance
- ✓ Create a plan for employee “buy-in” and determine what helps motivate your employees
- ✓ Carry out disciplinary sessions that work for both you and your employees