



# PUBLIC SECTOR EXCELLENCE

Practical Training and Consulting for Public Sector Employees

## Improving Employee Performance

### *& Dealing With Unacceptable Employee Behavior*

A workshop on building employee accountability, professionalism and productivity.

*This workshop can also be customized for in-house presentations. Contact us for information on in-house presentations.*

#### Workshop Hours

8:30 AM – 4:30 PM

#### Lunch

No Host

**Forrest Story**  
Principal  
Consultant

**John Perry**  
Senior  
Consultant

This one-day workshop is designed for Public Sector supervisors and managers who want to:

- Keep motivated employees “motivated.”
  - Improve communication and problem solving skills when directing the performance of employees who are “testing the lower limits of productivity.”
  - Build coaching, motivation and conflict resolution skills to work with difficult employees and situations.
  - Learn reinforcement techniques to help sustain improved employee performance.
  - Learn planning and preparation techniques to deal with confrontations and highly emotional behavior.
  - Learn how to keep performance discussions honest, open, on track, defensible and in accordance with sound personnel and human resource practices.
  - Establish ways to work with difficult personalities and with those who try to “work the system” in a counter-productive way.
  - Develop performance expectations and a code of ethics for acceptable employee “team” behavior.
- \* Use “Progressive Discipline” appropriately and as an effective tool to improve sub-standard performance and poor work habits.

**Workshop Format:** This workshop is highly interactive. Participants will learn from presentations, case studies, skill practice exercises and other experiential tools. Each participant will be given handout material with useful and practical information for use back on the job.

**Workshop Leader:** Forrest L Story has over 25 years of public sector experience in staff, supervisory and leadership positions. He has facilitated hundreds of workshops on the subjects of Public Sector customer service and interpersonal relations. As a former worker, supervisor, manager and educator in public service, he receives high marks from students and trainees for his entertaining yet practical “down to earth” teaching style.

#### Topics of Instruction

##### Setting & Communicating Employee Expectations & Accountability

- Set clear, realistic, job-related, defensible and achievable performance expectations.
- Establish ground rules (ethics) for acceptable employee behavior and performance.
- Learn ways to communicate consequences that result from sub-standard performance.
- Address those “myths” that exist in the public sector that supervisors and managers sometimes use to avoid or delay talking about poor performance with and employee.
- Develop techniques that help to build “good will” even when discussing a negative performance issue with an employee or team of employees.
- Learn to set verifiable and measurable standards for job behaviors that are in the “grey” area, that are difficult to measure, or that can be awkward to bring up and address.

##### Coaching & Conflict Resolution

- Identify “what to do” to effectively coach, instruct and inspire improved performance.
- Handling conflict can be a “two-edged sword.” Learn techniques to keep your conflict resolution efforts constructive focused on improving performance.
- Develop techniques to deal with difficult personalities and those who use manipulative behavior when being held accountable for their performance and teamwork.

##### Dealing With Difficult Situations, Employees & Personalities

- Requiring accountability. Build skills to communicate with the difficult employee and to develop ways to involve the employee in problem solving.
- As a leader, learn how to build a “trust climate” so employees will work with you.
- Develop skills to “stay grounded” when dealing with angry, highly emotional and manipulative employees.
- Practice a step-by-step approach to document and discuss below standard performance.
- Practice the art of giving and receiving feedback.
- Learn ways to effectively deal with “know-it-alls,” procrastinators, perfectionists, “bad-mouthers,” bullies and those who put less than the expected effort into their workday.

##### Progressive Discipline and Documenting Employee Performance

- Learn “what to do” and “what not to do” when documenting employee performance.
- Learn how to use “Progressive Discipline” as a tool to promote positive and productive job-related behavior.
- Learn the importance of consulting with your boss and the Human Resources Dept. when dealing with unacceptable behavior.