

Performance Management Soft Skill Courses

What classes are available to prepare me for the statewide rollout of OAKS ePerformance in 2013?

Core Classes



4 in Core (Taking Control of Your Career Performance)

- *The 4 in Core classes are open to all State of Ohio employees, both bargaining unit and exempt*

*All classes are one day,
from 8:30 a.m. – 4:00 p.m*

Supervisory Excellence



Coaching with Positive Expectations



Writing and Giving a Performance Review



Redirecting to Improve Performance



Goal Setting

- *The 4 Supervisory Excellence classes are open to any exempt-level (non-bargaining unit) employee.*

Scheduled Classes through December 2012

4 in Core (Taking Control of Your Career Performance)



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|--------------------------|-----------------------|
| • Tuesday, November 6 | Tuesday, December 4 |
| • Friday, November 16 | Thursday, December 13 |
| • Wednesday, November 28 | |

Do you want to be more engaged in your career? Do you have a personalized career action plan? Career development is up to you. You are responsible for your own career success and development starting today!

Learn how to take control of your own success. In the session “Take Control of Your Career Performance” you will learn how to set goals for yourself, request and accept feedback, collaborate with your supervisor/manager in order to make a career plan of action that works for you.

Offered by HRD’s Office of Learning and Professional Development
To register for OLPD classes go to: <http://trainreq.das.ohio.gov>

Goal Setting



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|-------------------------|-----------------------|
| •Thursday, September 20 | Wednesday, October 24 |
| •Thursday, September 27 | Thursday, November 15 |
| •Tuesday, October 2 | Thursday, November 29 |
| •Thursday, October 11 | Tuesday, December 4 |
| •Friday, October 19 | Friday, December 14 |

Goal setting is used by top-level athletes, successful business-people and achievers in all fields. Goal setting is the first, and potentially the most important step, in managing the performance of your employees.

Setting goals gives you and your employees' long-term vision and short-term motivation. It focuses the acquisition of knowledge, and helps you to organize time and resources.

In this supervisor/manager-focused interactive session, you will learn to set S.M.A.R.T., clearly defined goals for your team so you can measure the achievement of those goals, and ultimately manage your team's performance.

Writing and Giving a Performance Review



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|-----------------------|----------------------|
| •Tuesday, October 16 | Tuesday, November 27 |
| •Thursday, October 25 | Friday, December 7 |
| •Friday, November 16 | Tuesday, December 11 |

Do you dread writing and giving a performance review? If so, you are not alone. Managers and employees everywhere have come to dread the performance review process, but it doesn't have to be this way.

Attend this supervisor/manager-focused interactive session to obtain tips and advice on making the performance review process easier on both you and your employees. From goal-setting, to documentation, to writing the review, we will help you put all the pieces together to ease the strain of performance reviews. Done right, you may find the performance review process to be constructive and satisfying.



Coaching with Positive Expectations

- Thursday, October 4
- Friday, October 12

Thursday, November 1

You, as a supervisor or manager, are responsible for coaching and mentoring your employees to assist them in reaching their goals and achieving optimal performance. *Effective* coaching will make your job as a supervisor/manager easier by increasing the employee's competency and job effectiveness.

Join us for an interactive, supervisor/manager-focused session on how to coach effectively for optimum performance. During the session you will learn how to use coaching to reinforce appropriate behavior, teach the employee new skills, motivate employees to pursue higher levels of performance, mentor employees, as well as to correct performance deficiencies.



Redirecting to Improve Performance

- Friday, November 2

Thursday, November 8

Let's face it. Every manager does it... you put off those difficult conversations just hoping the problems will disappear.

Every manager faces challenging employee behaviors at some point in their career.

Unfortunately, these tough conversations are unavoidable and need to be conducted with finesse, skill and a hearty understanding of what *is* legal. Because when tough conversations are poorly managed, you risk alienating workers and increase your risk for an employee lawsuit.

With this supervisor/manager-focused interactive session, you will receive practical, hands-on techniques to take the stress out of tough employee discussions. You'll also learn how a well thought-out plan can help you take control of difficult performance discussions and help you and your employee move beyond the anxiety that comes with them.