Leadership Institute at San Jacinto College
Presents:

Mastering Interaction Skills & Managing Performance Problems

1-Day foundational leadership course using job-related situations helps leaders significantly improve their confidence and mastery in using IM leadership skills. Leaders explore the issues they face, practice their skills, and receive feedback on their use of the interaction process skills. Also, leaders will build their skills in handling chronic performance or work-habit problems or serious misconduct. They learn how to document the problem and explain what the employee must do to address it. Leaders are skilled in discussing and imposing formal consequences while adhering to their organizations’ disciplinary policies and procedures.

This course helps leaders:

• Effectively use Interaction Management techniques and skills in important workplace discussions
• Build confidence and competence in achieving their discussion goals
• Effectively address challenges that might arise during discussions
• Use effective interaction skills on the job to build productive relationships
• Provide people with performance problems with a clear understanding of what they must do to improve and the consequences of failing to do so
• Take appropriate action, based on best practices, to effectively address ongoing performance and work-habit problems or serious misconduct
• Impose formal consequences, such as probation or suspension, with the confidence that the person has been fully heard and fairly treated
• Minimize the impact of ongoing performance problems on the individual, work group, and organization

Friday, April 27, 2012
8:00 AM – 5:00 PM

Fee: $275 including Official DDI Curriculum, Breakfast, Lunch and Snack

Location: San Jacinto College Central Campus
8060 Spencer Hwy, Pasadena, Texas 77505

To register or for additional information, call: David Lewis at 281.542.2061 or email David.Lewis@sjcd.edu