

Plummer & Associates

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Supervisor Competencies Workshops

Hiring Smart: Conducting Behavioral Interviews

With the cost of turnover estimated at 35% of an employee's annual salary, it's important to hire right the first time. This workshop provides hands-on practice preparing for and delivering interviews that draw out behavioral examples of past performance, rather than relying on a "gut feeling". Participants will conduct an interview using an Interviewer Guide which has been developed for your organization. We'll also discuss what's legal... and what's not, in order to avoid legal missteps.

Coaching for Improved Performance

This workshop discusses the coaching role, how to prepare for a coaching session through using a coaching analysis and the 5 step Coaching Process

- Get agreement that a problem exists
- Mutually discuss alternative solutions
- Mutually agree on an action to solve the problem
- Follow up to measure results
- Reinforce any achievement when it occurs.

Negotiating Conflict

Organizations today are focused on results – finding better solutions – faster. To get our best performance, we must be able to effectively resolve issues, settle differences, and implement solutions on every level. The Thomas-Kilmann Conflict Mode Instrument (TKI) provides individuals with a means of discovering how their conflict styles affect performance. We all use a range of styles in handling conflict that are based on our skills and on the demands of the situation. By understanding and expanding these styles, we can improve the way we accomplish goals individually and within work groups. Participants are introduced to five basic conflict-handling modes. They learn how and when each mode is typically most appropriate. We do not advocate any one mode over another. All modes are effective if applied to the appropriate situation and if used in a balanced way.

Participants will receive a personalized report showing how they use the five conflict –handling modes: competing, avoiding, compromising, collaborating and accommodating. They will also have an opportunity to practice different modes.

Performance Management

When done properly, a performance appraisal is a valuable tool for both the employer and the employee in increasing productivity and achieving business goals. We will take managers through the process of writing SMART objectives, developing active listening skills, understanding the skills and behaviors associated with coaching employees, developing skills in giving feedback, and conducting an effective appraisal discussion.

Crossing the Line: The Business Impact of Harassment and Discrimination

This subject is one that arouses strong feelings. Participants will have an opportunity to examine and recognize those feelings, to evaluate situations of alleged harassment, and to take steps to lessen complaints. The information is presented in a fun and interactive way. They will leave with a clear understanding of their responsibilities in preventing and responding to harassment in the workplace.

Your organization's harassment policy and reporting procedures will be discussed. The supervisory workshop also includes intervention skills and practice.

Leading a Multi-Generational Team

In our multi-generational workforce, each age group has different points of view, job expectations and different demands. Leaders who cannot recognize these, and who fail to see the contributions of each generation, will lose their best employees and see their workplaces in turmoil.

In this highly interactive workshop we will learn how to "Gen-Flex" or move into another generation's comfort zone. We will learn about a model for resolving conflict and will apply it to a generational conflict situation.

Getting What You Want Through Time Management and the Art of Delegation

Time in any given day is one of the few things that is given to us equally. Yet it feels totally different when we are using time in a way we choose for ourselves than it feels when our time seems to loom out of control. We'll explore our attitudes toward time, identify personal procrastination patterns and learn to plan time by setting priorities and developing action plans.

Managing has been defined as getting others to do what needs to be done. You'll assess yourself as a delegator of responsibility and learn eight important ingredients of effective delegation.