



Employee retention and engagement are key to successful companies. This program is designed for first level supervisors, managers new to supervising others, and/or individuals likely to move into a supervision role. The course is offered in four (4) one-half day modules (12–16 contact hours).

Managing Employee Performance

Module 1: Setting the Stage for Excellent Performance

- Performance Management
- What Motivates Employees
- Supervisor as Performance Manager
- Expectations for Excellence

Module 2: Clarifying Expectations and Observing Performance

- SMART Performance Objectives
- Setting Standards and Measures
- Communicating Expectations
- Observations and Performance Data

Module 3: Coaching and Providing Feedback

- Supervisor as Coach
- Providing Effective Feedback
- Developing Coaching Skills
- Planning a Coaching Session

Module 4: Dealing with Challenging Performance Situations

- Performance Improvement Sessions
- Positive Approach to Discipline
- Planning for Performance Improvement
- High Quality Performance Evaluations

ADDITIONAL PROGRAM OPTIONS

The three additional 16 hour course option listed below are offered multiple times throughout the year, with customization available to companies interested.

Supervisory Roles and Responsibilities

- Meeting Supervisory Responsibilities
- Communicating Effectively
- Building Work Relationships
- Leading Others

Solving Problems and Managing Priorities

- Managing Time and Priorities
- Solving Problems
- Resolving Conflicts
- Supervising Projects

Developing Individuals and Teams

- Interviewing and Selecting Employees
- Developing Employee Skills
- Developing a Team
- Building a Positive Work Climate

Instruction Format: All classes are conducted using Zoom technology, held in a video conferencing classroom with online learning components.

Dates (4 Sessions):

March 9, 2022	March 16, 2022
March 23, 2022	March 30, 2022

Time:

Wednesdays evenings 5:00 to 9:00 p.m.

Course Fee:

\$745 per person (Includes materials for course;
\$695 per person when 3+ participants register
from the same organization at the same time)

For more information or to register, please visit
fayette.psu.edu/ce or contact:

Melissa Brownfield

Education Program Coordinator

724-430-4211

mrb370@psu.edu

This publication is available in alternative media on request.

Penn State encourages qualified persons with disabilities to participate in its programs and activities. If you anticipate needing any type of accommodation or have questions about the physical access provided, please contact Ronette Poorbaugh at 724-430-4137 in advance of your participation or visit. Penn State is an equal opportunity, affirmative action employer, and is committed to providing employment opportunities to all qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.
U.Ed. 22-096