

### Managing in Tough Times: A Trio of Courses

The business climate has undoubtedly changed in recent years. Employees have been faced with working under daunting stresses, not knowing what their future holds or being subject to the economic realities of job loss. This uncertainty not only affects employees, but it also places significant stress upon organizations and managers, in particular. To counter the uncertainty, leaders need to refocus efforts on both strategic and tactical issues, before, during and after the difficult, but necessary, restructuring decisions have been made.

Managers need to understand and get the most from the performance evaluation system. Managers need to treat performance management not as a *pro forma*, mechanical process but as a valuable tool and process that promotes employee growth and substantively and objectively addresses performance deficiencies.

Similarly, one of the key challenges management faces – particularly, but not exclusively in times of economic crisis – is how to get the most out of limited staff resources. Many companies are freezing hiring, limiting pay raises and even laying off. What steps can managers take to not only help their organizations survive a business crisis, but thrive during it?

Finally, in the environment of restructuring, supervisors are often the ones called upon to address the remaining employees and refocus team and individual efforts towards the organizations' renewed strategic goals. How those goals are communicated can be critical to moving forward.

Working with industry leader and executive coach Lelia Bulling Towne of The Bulling Towne Group, LLC., we have developed and refined a trio of programs – Managing Performance: The Performance Evaluation System; The Lawful Process of Managing Restructuring Decisions; and How to Manage More with Less – that focuses on the entire management process and helps managers navigate employee performance and relations through the myriad of issues raised as a result of these tough economic times.

#### **Courses Include:**

- **Managing Performance: The Performance Evaluation System**

Teach managers and supervisors how to get the most from the evaluation process. Supervisors will obtain practical advice on the entire evaluation process – from planning to drafting to meeting with employees to providing documentation to HR. Learning topics will include:

  - Why Evaluations Are Important & How They Help You
  - How to Write Effective Evaluations
  - Dealing with Excuses – Common Challenges & How to Tackle Them
  - Walking the Talk

# The Learning Group

## Compliance Training Solutions Worldwide

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- **Organizational Restructuring and Termination**

Understand the lawful process of managing restructuring decisions, including:

- Avoiding Litigation Landmines – what every supervisor should be doing before and after restructuring
- The Decision-making Process
- Documenting Hard to Articulate Performance Issues
- Delivering the Bad News
- Managing after the Decision Is Made
  - Communicating with remaining employees
  - Understanding top fears and concerns of employees post-restructuring
  - Balancing a supervisor's own fear about restructuring

- **Leading Ahead: How to Manage More with Less**

Learn how to focus team and individual efforts towards the organization's strategic goals.

- Understand How the Current Environment Affects Us And the Business
- Understand How Emotional Intelligence Drives Our Actions
- TALK: A Coaching Model That Directs Leaders And Their Teams Towards Open-Ended Results-Based Communication
- Daily Management Effectiveness
- Development Is Crucial

**Recommended for:** Front-Line Managers & Supervisors, and Human Resources Professionals

**Format:** Highly interactive, involving workforce simulations, small group discussions, stories and case studies, high-road humor, and state-of-the-art multi-media, all geared toward stimulating meaningful discussions, critical thinking and recall

**Length:** 3-4 Hours (per course)

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