

EAC Training

OUTLINE

- Topic:** **Addressing Performance Issues (API)**
- Description:** The API program is designed to educate and train managers on the skills needed to identify, confront and resolve performance issues that are affecting productivity. The program provides clear steps that managers can take when confronting performance to address the issues, listen for understanding and clarify measurable and hard to measure behaviors to the employee. Also, we demonstrate how the EAC is a partner and resource for the organization and manager in this area. Each training session provides time for exercises, case studies and a notebook for the manager to practice writing out a sample meeting that he or she may be preparing for on the job. We also identify the areas that the EAC can be of service for the company, (ie: job in jeopardy, critical incident stress debriefing (CISD), fit for work assessments, and on-site counseling). At the end of the session the manager will have a full understanding of the EAP's role in assisting them in addressing performance issues at work.
- Equipment:** PowerPoint Presentation
Flip Chart
- Room Arrangement:** The optimal set up for this session would be a half circle. The other important element for this session is to have enough room for the participants to break-off into smaller groups.
- Number of People:** This training is best facilitated with a range of 20 - 50 participants.
- Time:** Two Hours
- Delivered by:** Account Management Staff

Dan Fogel
Ron Scott