

## **AGENDA**

### **MODIFYING UNACCEPTABLE EMPLOYEE BEHAVIOR & IMPROVING EMPLOYEE PERFORMANCE "A Certificate in Supervision Series" Session #8**

- Discussion of reasons why good employees can become problem employees.
- Review how organizations and supervisors can contribute to the problem and make it even worse by what they do or fail to do.
- Discuss how to involve the union in the process of dealing with a problem employee.
- Review the tools available to supervisors to assist them in modifying unacceptable employee behavior.
- Go through a case study on "Modifying Employee Behavior".
- Review and discuss the book "Walk a While in My Shoes" (participants will receive a copy of the book).
- Explore options on how to improve employee performance and develop action plans that can be used after the program has concluded.

