



**GOVERNMENT
HOSTING
LOCATIONS**

BROWARD –

SEPTEMBER 9, 2009

9:00-4:00

**CITY OF
TAMARAC**

PALM BEACH –

SEPTEMBER 15, 2009

9:00-4:00

**CITY OF
BOCA RATON**

\$139

Per person

Register 3
and the
4th goes
FREE!

No One Ever Told Me™: Defining Expectations to Enhance Performance

One of the most common mistakes experienced supervisors and new managers can make is to not clearly define expectations for staff. When a performance issue occurs or an employee breaks a work rule, the first question to ask is, "Was the expectation clearly defined?" No One Ever Told Me™ provides specific techniques needed for defining employee and management expectations. Participants will customize templates to meet their agency needs for performance planning and monitoring. Managers and supervisors will discover the art of incorporating the Three Guiding Principles® in their daily application of motivating others and rewarding high performers with or without financial incentive.

SEMINAR BENEFITS

- Identify employee and management expectations for new managers
- Use the Three Guiding Principles® to balance the business need with the employee need
- Collaborate with employees to create performance plans
- Apply a motivational model that will enhance individual potential

HIGHLIGHTS

- A full day of interactive learning; six instructional hours
- Targeted for government supervisors and managers
- Participant workbook, job aid, and transfer of learning tool
- Real Florida government scenarios and challenges
- Pre and post assessment results
- Morning refreshments
- Limited seating for individualized feedback

**Over 3,200 government employees statewide
are applying skills from EdTrek programs!**

Register online at www.OwnYourWorld.net/seminars.html

Inquiries - (888) 406-9648

