

Seminars for Workplace Leaders

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Program Summaries

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Effective Training

An effective training program for front-line leaders provides practical concepts, tools, and skills. It enables workplace leaders to support the strategic goals of their organization. It allows them to make job-related decisions within the policy guidelines of their employer. Most importantly, it reinforces the value of leading as a member of a team that includes support specialists in areas such as human resources, risk management, and safety.

The programs concepts described on these pages build on three fundamental concepts:

1. Interactive Instruction

Adults learn best when they are involved in the learning process. Our programs provide maximum interaction between the instructor and the program participant. Each program includes a handout that provides information and requires participant involvement. Our presentations use realistic workplace situations to illustrate key learning points. Our case studies challenge participants to work together to solve problems, increase their knowledge, and develop their abilities.

2. Follow-up Script

Classroom training is only effective when it is reinforced back in the workplace. Our approach to training and development includes a unique element to help senior level workplace leaders ensure their direct reports translate classroom lessons into useful day-to-day tools.

We provide a "Follow-up Script" for each training module. The script allows a senior manager to meet with a program participant to discuss the lessons of the classroom. The script minimizes preparation time for the manager and maximizes interaction within the meeting time. It encourages the manager to guide the program participant adapt the training lessons to his or her real world.

3. 1.2.1 Leadership Development

Classroom training sets the stage. It provides a foundation for learning. 1.2.1 Leadership Development transports the classroom to the workplace. It puts Mike Deblieux in the room with individual program participants to talk about their individual leadership challenges and how to address them with the tools, techniques, and concepts learned in classroom.

Workshops and Seminars

The programs described on the following pages provide practical skills. They allow participants to lead their teams effectively. Each program includes a participant workbook, presentation slides, case studies, and interaction with the Course Leader.

The Workplace Leader Workshop

Leading, Managing, and Supervising Employees to Success

There is a lot of debate about the difference between a leader and a manager. The reality is that a supervisor must be a leader and a manager in the process of guiding employees. It is not an easy task. It is a job that requires the ability to move quickly and frequently from one role to the other. Some of it is instinct. Some of it is learned. It is all unique to the situation, the team, and the work being performed.

This seminar is about the things that a supervisor does daily. It provides tools to establish performance expectations, train employees and assign work. Participants learn the key expectations that their followers have for them. They learn how their style and behavior as a workplace leader affects their team, their manager, and their colleagues. They leave with an action plan to build effective workplace relationships with their constituents.

Time: Three Hours

Materials: Participant Workbook

The Creating Accountability Workshop

Assigning Work for Results

Managers assign work. A work assignment is an expectation. It may seem simple. It may sound easy. It is not. It requires careful thought, better communication, and two-way collaboration, and effective conformation – elements too often lost in the rush of meeting day-to-day priorities.

In this presentation, Mike Deblieux, will provide a template for making a work assignment based on a clear end-result performance expectation. Mike will use his extensive experience training managers in groups and individually to offer practical tips and real world examples for you use and share with managers and supervisors. This presentation will help you:

- (What) Set clear end-result performance expectations,
- (How) Collaborate to determine what the employee will do to be successful,
- (When) Align goals and day-to-day responsibilities,
- (Measure) Confirm the agreed upon process to provide clarity at evaluation time.

Time: Three Hours

Materials: Participant Workbook

The Workplace Coach Workshop

How to Lead a Formal Discussion about a Lingering Performance Issue

The job of a supervisor is to define jobs, train employees, and guide team members to successfully complete work assignments. When all goes well, the supervisor acknowledges the employee's contributions. When the employee does not meet performance objectives, the supervisor must lead a planned, structured discussion that redirects the employee back to successful performance in a supportive, job-related manner.

This seminar is about planning and conducting a performance management meeting. Supervisors learn how to talk about a performance issue at an early stage. They learn how to guide the discussion toward a positive outcome that allows the employee to learn and grow from a performance misstep.

Time: Three Hours

Materials: Participant Workbook

The Documenting Corrective Action Workshop

How to Write Corrective Action Notice to Create an Opportunity for Success

From time to time, a supervisor must use formal corrective action to notify an employee to take immediate steps to correct a performance deficiency. The supervisor's goal is to create an opportunity for the employee to be successful. The action must be documented and placed in the employee's personnel file.

This seminar shows a supervisor how to use corrective action as a management tool. It provides important skills to help a supervisor show that the employee was trained, received coaching, and failed to meet a performance expectation before corrective action steps were taken. It shows a supervisor how to prepare a warning notice that creates an opportunity for an employee to return to successful performance.

Time: Three Hours

Materials: Participant Workbook

The Performance Review Workshop

How to Write a Performance Review

A performance review is a management tool. When used properly, it confirms performance expectations, offers feedback on performance during the review period, and provides direction for future performance. It seems simple. It is often easier said than done.

This seminar provides the tools necessary for a supervisor to plan, write and present an effective performance review in less time. Participants learn how to stay focused on job performance. They learn how offer feedback from throughout the entire year, not the four to six weeks before the review due date. Most importantly, they receive and learn how to use a template that keeps their feedback objective, job-related and focused on helping the employee to be successful in the future.

Time: Three Hours

Materials: Participant Workbook

The Selection Workshop

Planning and Conducting an Effective Job-Related Interview

An interview is a special conversation. It is a research project. It collects information about the experience, education, and knowledge of a candidate. It provides data to make a critical, predictive decision about the potential success of a candidate. The organization benefits greatly when it is done it correctly. When it is not, the organization pays a tremendous cost.

A successful interview is planned. It is carefully choreographed to focus on job-related skills. It gathers information for the decision-maker to reasonably predict if the candidate brings a solid foundation of technical skills; possesses the ability to easily assimilate into the organization to work effectively with current staff, clients, customers, and other constituents; is capable of learning and adapting to the policies, systems, and practices of the organization; and, will add value to the organization in a specific role.

This program shows participants how to plan for a job-related, behavioral interview. They learn to critically, but objectively review a resume to generate specific questions about past experiences. They learn to use key job components to develop initial interview questions and probing follow-up questions. Importantly, they learn to focus on past job performance to help them predict future job performance. They learn to lead an interview to enable a candidate to decide if they are a good fit for the organization and the job.

Participants work through an exercise to learn how to keep accurate interview notes. They learn to use a matrix to assess what they learned in the interview in relationship to the skills needed to successfully fill the position. Finally, participants learn to conduct a thorough interview debrief to guide their selection decision.

Time: Three Hours

Materials: Participant Workbook

Film: More than a Gut Feeling

The Managing Workplace Change Seminar

It is one thing to say that change is normal. It is quite another to be the workplace leader who everyone looks to for answers. Introducing and managing change is a process. A manager must understand the process. They must communicate with great skill to guide their team through a complex course from a comfortable past, through a confusing transition, to a new promised success.

This presentation is about that process. It maps out a plan for managing workplace change. It provides concepts and tools for front-line leaders to plan, introduce, and lead a successful change process.

Participants learn how to introduce change, develop a coalition of support, create short-term wins, and make the new way, the right way. They learn to accept and foster the time between leaving the old and moving to the new as an opportunity to be creative. They leave the session with proactive change management steps that they can use in the workplace.

Time: Three Hours

Materials: Participant Workbook

1.2.1 Leadership Development

1.2.1 Leadership Development provides individual time with Mike Deblieux for program participants. Mike uses the time to facilitate a discussion about the challenges and opportunities of workplace leadership for the participant. He works with them to identify what is working and what is not working with their leadership style. He helps them look in their “selfie-stick” to learn about how their actions, habits, and behaviors affect the ability of their teams to follow them. He offers constructive feedback to help them refine their leadership style.

1.2.1 Leadership Development evolves over time to meet the needs of the individual workplace leader. It may involve activities such as:

- Focused discussion on how to apply a classroom concept
- Observing the leader in a staff meeting or in a one-on-one meeting with a team member and then debriefing the meeting to provide “real-time” feedback on the effectiveness of the leader
- Meeting with the participant and their manager to identify specific development goals for the participant and working with them to meet the goals
- Working with the participant to review their e-mails and other communication techniques for effectiveness
- Collecting 360 feedback from direct reports to help the participant learn more about the expectations of their followers

1.2.1 Leadership Development is available in two formats:

- Option A: Training Adjunct
With this option, Mike spends the day¹ on-site. He presents a training module and uses the remainder of the day for 1.2.1 Leadership Development appointments.
- Option B: Stand-alone
With this option, schedules a separate 1.2.1 Leadership Development day on-site each month. He meets throughout the day with individual program participants.ⁱ

¹ 1.2.1 Leadership Development is neither billed nor administered on an hourly basis. The schedule each day is coordinated with Human Resources Director to maximize the use of available time.

Mike Deblieux

Mike Deblieux, SHRM-SCP designs and presents seminars and workshops for workplace leaders and their teams. Some of his more popular programs include:

- The Performance Feedback Workshop
- The Corrective Action Workshop
- The Workplace Coach Workshop
- The Selecting the Right People Workshop
- The Sexual Harassment Prevention Workshop

Mike provides 1.2.1 Management Development for individual workplace leaders. He also plans and facilitates retreats for workplace and leadership teams. He is a frequent speaker at professional conferences and meetings.

Mike supports workplace leaders at all levels by helping them develop, understand, and apply leadership concepts, practices, and habits. His practical approach to analyzing issues and exploring solutions allows supervisors, managers, and executives to ask difficult questions, seek guidance, and adapt to the ever-changing realities of their workplace.

Mike has been recognized for his contributions to workplace leadership including:

- PIHRA with the HR Excellence Award,
- The University of California Irvine Extension with the Distinguished Instructor Award, and,
- The American Management Association with a Blue-Ribbon Speaker designation.

Mike is the author of seven popular management books including:

- Documenting Employee Discipline
- Supervisor's Guide to Documenting Employee Discipline
- Documenting Discipline
- Supervisors Guide to Writing Employee Performance Reviews
- Stopping Sexual Harassment Before It Starts
- Legal Issues for Managers
- The Performance Appraisal Sourcebook

Mike writes The Deblieux Report (www.deblieux.com), to provide productivity, leadership, and team building ideas for workplace leaders.

Logistics

Contact Mike directly to invite him to speak to your group or present at your conference. His schedule usually, but not always, requires a few weeks of advance notice. It helps if you can provide information about your group including:

- Name of the Organization
 - Website
- Primary Contact Person
 - Phone
 - E-mail
- Meeting Details
 - Date
 - Location
 - Presentation time and length
 - Expected number of participants (normally less than 35)

On the day of the presentation, Mike will need:

- Projector
- Computer table

Mike will provide a:

- PDF of the program handout for your group to make copies
- Follow-up e-mail summary and slides for participants who provide an e-mail address

Contact Information

Phone: 714-929-1070
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Website: www.deblieux.com
LinkedIn: <http://www.linkedin.com/in/mdeblieux>

Books by Mike Deblieux

Documenting Employee Discipline

A practical manual for executives and HR professionals on how to use progressive discipline to avoid discipline and wrongful termination lawsuits. You will learn how to document in a manner that avoids litigation and shows the employee how to correct the problem. Includes sample documentation. (ISBN 0-911110-61-5)

Supervisor's Guide to Documenting Employee Discipline

A condensed version of Documenting Employee Discipline for supervisors. Text includes forms, flowcharts and sample documentation. It shows you how to be objective in verbal and written documentation, counsel employees with disciplinary problems, and keep a Critical Incidents Diary. (ISBN 1-55943-091-5)

Supervisor's Guide to Employee Performance Reviews

A step-by-step guide for planning and writing effective employee performance reviews. Explains how to establish performance goals that help the employee to continue effective performance, improve poor performance and prepare for new job responsibilities. (ISBN 0-327-01374-5)

Documenting Discipline

Managers can protect themselves and their organization against legal action--if they get incidents on paper. This important resource guide provides steps to ensure solid, consistent documentation procedures throughout the entire organization. You will also learn how to correct performance problems with progressive discipline. (ISBN 1-884926-34-7)

Legal Issues for Managers: Essential Skills for Avoiding Your Day in Court

When it comes to discrimination, everyone loses. This easy-to-understand guide to federal employment laws can help you avoid costly legal battles, as well as damage to your organization's morale and productivity. **Legal Issues for Managers** includes case studies, practical suggestions for managers, and a glossary of common legal terms. (ISBN 1-884926-49-5)

Stopping Sexual Harassment Before It Starts: A Business and Legal Perspective

Managers can teach employees how to avoid sexual harassment and keep themselves informed on the legal aspects and business implications of this important topic. This practical, how-to book provides an in-depth look at various forms of sexual harassment, including how to recognize the most prevalent forms of harassment and how employees should respond. (ISBN 1-884926-75-4)

The Performance Appraisal Sourcebook

A collection of sample performance review forms with advice suggestions and concepts for developing an effective performance appraisal system. (ISBN 1-58644-037-3)
