

## Bringing Out the Best in Others

One of the most important supervisor roles is helping employees realize their full potential and coaching them to success. In this core course, taught by HCC HR Generalists, participants review HCC methods and tools used to fairly and consistently improve employee performance. Using the concepts of communicating, coaching, motivating, and empowering, *Bringing out the Best in Others* examines how supervisors can use good interpersonal communication and relationship-building skills to help employees achieve high levels of productivity. An interactive course, learners review case studies and participate in exercises designed to assist them in determining effective methods and strategies to help employees achieve success.

### Learning Outcomes:

At the completion of the course, the learner should be able to:

- Use effective interpersonal communication skills to build positive relationships leading to improved employee performance
- Provide effective employee coaching that elicits employee professional growth
- Improve employee performance through the proper use of HCC behavior adjustment tools and HCC policy and procedure
- Recognize situations suitable for employee referral to the HCC Employee Assistance Program
- Respond properly if presented with an employee grievance
- Identify instances where contacting HR personnel for advice, information, or consultation is appropriate

**Who Should Attend?** Required for all College Leadership Program (CLP) enrollees  
Recommended for all HCC supervisors, managers, department chairs, and other administrators

**Length:** 6 hours

**Program:** College Leadership Program (CLP) – Required course

**Sponsored By:** Employee Learning and Organizational Development (ELOD)

**Course Number:** SP7343

**Registration:** Register online via @ Your Service. To log in, from the HCC District Home Page, click on Faculty & Staff > @ Your Service > @ Your Service Login  
Once inside @ Your Service, go to Training and Development Home > Request Training Enrollment > Search by Course Number > Enter SP7343.

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