

Enhancing Employee Performance: Communicate, Coach & Clarify

Critical to achieving the goal of resource development and enhancement is the systematic management of human resources leading to optimum employee performance. This core course identifies the HCC performance management philosophy and describes how supervisors can use the Performance Excellence Program (PEP) to improve employee performance. In *Employee Performance Enhancement: Communicate, Coach & Clarify*, supervisors view the line of sight extending from setting individual goals to achieving institutional goals, identify and write SMAART PEP goals, examine effective employee coaching methods, and assess the power of timely feedback and continuous clarification. The course includes a hands-on review of the PEP Manager Self-Service process.

Learning Outcomes:

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

- Describe HCC Performance Management philosophy
- Explain the Performance Excellence Program (PEP) process
- Articulate the importance of appraising employee performance and giving timely feedback
- Develop PEP SMAART goals that clarify employee job objectives and contribute to HCC goal achievement
- Demonstrate effective communication techniques and employee coaching methods, including giving negative feedback
- Facilitate workgroup performance excellence through improved performance management skills

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

Length: 12 hours

Program: College Leadership Program (CLP) – Required course

Sponsored By: Employee Learning and Organizational Development (ELOD)

Course Number: SP7440

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 SP7440.

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