



DEER OAKS EAP SERVICES

2019 Leadership Certificate Webinar Series

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ABOUT: A series of important topics designed to provide supervisors, managers, and other interested employees with enhanced skills to improve workplace morale, employee motivation, and staff productivity. Supervisors/managers and other interested employees that attend all four sessions either live or via online recording will receive the Deer Oaks 2019 Leadership Certificate.

How to Give Difficult Feedback

Successful leaders have the ability to skillfully discuss difficult or stressful topics with their employees. This important presentation provides several practical strategies for having these challenging conversations more effectively including building connections with employees, being more collaborative in your approach, and respectfully handling disagreement.

Friday, March 29th 1:00 – 2:00 PM CT
Monday, April 1st 1:00 – 2:00 PM CT

Register: <https://attendee.gotowebinar.com/register/6664116182452447233>
Register: <https://attendee.gotowebinar.com/register/4596911176931299841>

The Keys to Effectively Managing Employee Performance

This important session focuses on making managing employee performance an ongoing process instead of an annual event (i.e., the annual review) to maximize productivity. The presentation covers best practices in performance management including collaborating to set goals, utilizing ongoing coaching conversations to keep employees accountable and on track, and how to review completed work to ensure quality.

Friday, June 28th 1:00 – 2:00 PM CT
Monday, July 1st 1:00 – 2:00 PM CT

Register: <https://attendee.gotowebinar.com/register/7867460190797587969>
Register: <https://attendee.gotowebinar.com/register/1143035091808319233>

How to Hire the Right Employees

Having a strong work team begins with hiring the right people. This session covers identifying the profile of the ideal hire for your team (technical skills, character, interpersonal skills, etc.) and behavioral questions to ask during interviews to help supervisors to determine if a candidate truly fits the profile. The presentation will also discuss the process of getting multiple opinions before making a hiring decision.

Friday, September 27th 1:00 – 2:00 PM CT
Monday, September 30th 1:00 – 2:00 PM CT

Register: <https://attendee.gotowebinar.com/register/7227358605967320577>
Register: <https://attendee.gotowebinar.com/register/5577914142931300865>

Helping Your Employees Adjust to Change

In today's constantly evolving world, change management is a crucial skill for supervisors. Employees going through difficult changes can experience frustration and a loss of productivity. This session discusses the stages of change and provides strategies that managers can utilize to help their employees effectively cope with and adjust to change.

Friday, December 13th 1:00 – 2:00 PM CT
Monday, December 16th 1:00 – 2:00 PM CT

Register: <https://attendee.gotowebinar.com/register/5236402532809228289>
Register: <https://attendee.gotowebinar.com/register/3117094969782648321>