

## **Up the Creek: Managing Daily Personnel Disasters-**

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This one-day workshop takes you through the scenario of being a manager and focuses on the hardest part—managing personnel.

The material contains general guidelines for handling employees and takes you through various scenarios to help find solutions happening every day in the assessment office (or any office for that matter).

Topics include hiring practices, communication issues, working with difficult personalities, and other related personnel issues. This is an interactive workshop that encourages and solicits attendee participation and problem solving. Attendees are encouraged to provide their own situations that they may have dealt with in the past.

The one part of management you cannot predict is problematic people and handling it properly is often the most difficult skill to master. Let's work together to figure out what to do when you feel yourself getting into uncharted territory because no one likes to be up the creek without a paddle.

### **Up the Creek: Objective and Instruction Methods**

Upon completion of this workshop, participants will be able to:

- Learning Effective Communication
- Develop Better Listening Skills
- Working with Difficult People
- Employee Development
- Motivating Employees
- Delegation

## **Instruction Methods**

Instruction methods consist of the following:

- Lecture with Oral questions
- Class discussion
- Scenario Examination
- Role Playing

### Up the Creek: Timeline

Up the Creek: Managing Daily Personnel  
Disasters  
One Day Version

			Total Hours
Topic	Time	Hours	
<b>Day 1:</b>			
Section 1 - Intro, Workshop Overview & Objectives	8:00-8:30	0.50	
Section 2 - USPAP Review	8:30-9:00	0.50	
Section 3- Effective Communication	9:00-10:30	1.50	
Break	10:30-10:45		
Section 4 - Listening Skills	10:45-11:45	1.00	
Lunch	11:45-12:45		
Section 5 - Delegation	12:45-1:45	1.00	
Section 6 - Employee Development	1:45-2:30	0.75	
Break	2:30-2:45		
Section 7 - Motivating Employees	2:45-3:30	0.75	
Section 8- Working with Difficult People	3:30-4:45	1.25	
Section 9 - Wrap Up & Questions	4:45-5:00	0.25	
Total			7.50