

A DAY OF MANAGEMENT TRAINING:

How To Effectively Coach Employees, Delivering Effective Performance Appraisals & Written Warnings

by

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EFFECTIVELY ADDRESSING & RESOLVING CONFLICT AND COACHING EMPLOYEES

- What are the **STEPS OF COACHING** managers should follow when dealing with employees?
- How can you **RESOLVE CONFLICT** rather than **ESCALATING** it?
- How should you define “**RESPECT**”?
- What are “**EPR**” **SKILLS** and why are they **CRITICAL** in keeping others off the defensive?
- What is the “**NEUROLOGY OF EMOTIONS**” and why do we humans react the way we do?
- What are the **THREE COMMUNICATION STYLES** we use ... and which one works?
- How can “**RETREATING**” and “**ATTACKING**” Communication Styles **DESTROY** all of your relationships ... even though they are the most common styles we use?
- What is “**HONEST RESPECTFUL COMMUNICATION**?”
- What are “**PARROTING**” and “**REWARDS**” ... and how do they equal “**RESPECT**?”
- What is “**ACCUSATORY LANGUAGE**” and how will it **ESCALATE** any conflict?
- Why does **CONFLICT** build **TRUST**?
- How do the **PASSIVE AGGRESSIVES** destroy **TRUST** worse than your **ATTACKERS**?
- What is the “**MAGIC BULLET**” in the **VERBAL JEET** system of resolving conflict?
- Why is **EMOTIONAL INTELLIGENCE** a **KEY SKILL** in Resolving Conflict?
- What is the #1 **KILLER OF ALL RELATIONSHIPS**?
- Why do over 70% of all **THIRD MARRIAGES FAIL**?
- What should you **REQUIRE** in your culture to resolve conflict?

DELIVERING AN EFFECTIVE PERFORMANCE APPRAISAL

- Why do most of our Performance Appraisals do more **HARM THAN GOOD**?
- How can managers **INSTANTLY** increase the accuracy of their reviews?
- What are the **MOST COMMON ERRORS** made in performance appraisals, and how can they be overcome?
- How can managers get employees to **TAKE MORE ACCOUNTABILITY** in the Performance Appraisal Process?
- What makes a **GOOD PERFORMANCE APPRAISAL FORM** ... and what makes a **BAD ONE**?
- Should you “**SCORE**” or “**RATE**” employee performance ... and if so, **HOW** should you do it?
- What is “**DOCUMENTATION**” ... and how should it be used in **PERFORMANCE APPRAISALS**?
- What makes appraisals **LEGALLY DEFENSIBLE** ... and is your appraisal a ticking time bomb?
- What role should the **EMPLOYEE PLAY** in the Performance Appraisal Process?

DELIVERING EFFECTIVE WRITTEN WARNINGS

- Why can you **NOT** count on **EMPLOYMENT AT WILL**?
- What **PROVEN FORMULA** should **ALWAYS** be followed in drafting a written warning?
- What is “**DOCUMENTATION**” ... and how should it be used in **WRITTEN WARNINGS**?
- What is the **HONEST BELIEF RULE** and how does it govern what warnings you can give?
- How do you document **VERBAL WARNINGS**?
- What steps should you follow when **DELIVERING A WRITTEN WARNING**?
- When is it time to **TERMINATE** an employee?
- What items should you **ALWAYS** check before terminating any employee?
- When is it appropriate to **DIGITALLY RECORD** a written warning and/or termination?
- What do you do if an employee **REFUSES TO SIGN** a written warning? (No...You do NOT go and get a witness.)

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Scott Warrick, JD, MLHR, CEQC, SHRM-SCP (www.scottwarrick.com) is a two-time best-selling author, a national professional speaker, a practicing Employment Law Attorney and a Human Resource Professional with 40 years of hands-on experience. Scott uses his unique background to help organizations get where they want to go, which includes coaching and training managers and employees in his own unique, practical and entertaining style.

Scott Trains Managers & Employees ON-SITE in over 50 topics, all of which can be customized **FOR YOU!** Scott travels the country presenting seminars on such topics as Employment Law, Conflict Resolution, Leadership and Tolerance, to mention a few.

LET SCOTT DESIGN A PROGRAM FOR YOU!

Scott combines the areas of law and human resources to help organizations in “Solving Employee Problems **BEFORE** They Start.” Scott’s goal is **NOT** to win lawsuits. Instead, Scott’s goal is to **PREVENT THEM** while improving **EMPLOYEE MORALE**.

Scott’s first book, **Solve Employee Problems Before They Start: Resolving Conflict in the Real World**, is a #1 Best Seller for Business and Conflict Resolution on Amazon. It was also named by EGLOBALIS as one of the best global Customer and Employee books for 2020-2021. Scott’s most recent book, **Living The Five Skills of Tolerance: A User’s Manual For Today’s World**, is also a #1 Best Seller in 13 categories on Amazon, including Business Leadership, Minority Studies, Organizational Change, Management, Religious Intolerance, Race Relations and Workplace Culture, to mention a few.

Scott’s **MASTER HR TOOL KIT SUBSCRIPTION** is a favorite for anyone wanting to learn Employment Law and run an HR Department.

Scott has been named one of Business First’s 20 People To Know In HR, CEO Magazine’s 2008 Human Resources “Superstar,” a Nationally Certified Emotional Quotient Counsellor (CEQC) and a SHRM National Diversity Conference Presenter in 2003, 2006, 2007, 2008, 2010 and 2012. Scott has also received the Human Resource Association of Central Ohio’s Linda Kerns Award for Outstanding Creativity in the Field of HR Management and the Ohio State Human Resource Council’s David Prize for Creativity in HR Management.

Scott’s academic background and awards include Capital University College of Law (Class Valedictorian (1st out of 233) and Summa Cum Laude), Master of Labor & Human Resources and B.A. in Organizational Communication from The Ohio State University.

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