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Using CARE's WorkLife Solutions Online Skill Builder Training as a Performance Improvement Tool

As managers, supervisors, leaders and coaches, it is our responsibility to guide employees in a positive direction for change and offer them the tools and resources they need to improve their situation and/or performance. You will be most successful in this endeavor by utilizing a variety of options, including the On-Line Skill Building Trainings available on our website. These trainings are designed to give employees the direction they need to change their unfavorable habits and counter-productive behaviors and to lead them in the direction of self-improvement. They can assist employees in many ways to minimize, or eliminate, undesirable choices that create negative outcomes in the workplace for themselves and those around them, including you.

We recommend that you familiarize yourself with the On-Line Skill Builder Training topics that are available and instruct your employee to complete courses that you believe will assist them in overcoming the challenges they are facing. For example, an employee who is struggling with his peers due to the inability to put his thoughts and needs into words may benefit from the "Basics of Effective Communication" Skill Builder Training. We suggest that you meet with the employee to discuss his performance and recommend the topic you have chosen. You also need to be sure they understand how to log on to complete the training and then give them a specific time frame in which to complete the course, such as two weeks or 30 days. Follow-up is critical so be sure to schedule a second meeting with the employee shortly after that deadline and instruct them to bring to the meeting the printable "Certificate of Completion" that each course offers. The certificate will include their name and the date they completed the course. We suggest you keep this certificate in their personnel file.

As a leader, it is up to you to act and deal with performance issues. You do not need to act impulsively, but you must act quickly. The longer an inappropriate behavior is allowed to continue, the harder it will be to change it or stop it. Using on-line Skill Building Training is one method of support for you in addressing these difficult, and sometimes challenging, issues.