

### ***Creating Meaningful Job Descriptions***

“Looking for an employee without knowing exactly what you need is like grocery shopping without a list,” from *Hire Tough, Manage Easy* by Mel Kleiman. Sure you’ll buy some groceries, but you may get more than you need and you may get less than you need. When “shopping” for an employee, a job description helps you avoid getting more or less than you want. Regardless of the industry or size of company, this can be translated into less wasted time and money on unqualified candidates. Once you know what you need, you know where to start looking—use the job description to help you compose an effective job advertisement or position posting, and as the foundation for your recruitment plan.

At the end of this three hour workshop, participants will be able to:

- Articulate the value of a job description
- Decide what elements to include in the job description
- Determine who benefits from a job description
- Decide who in the organization should write the job description
- Delineate the essential and the non-essential components of the job
- Outline performance expectations connected to the responsibilities of the job
- Search an online site for ideas, content, and verbiage to begin writing the job description

### ***Managing Employee Performance: What to do the other 364 Days of the Year after You Complete the Performance Appraisal Form***

Whether you have a formal performance appraisal form or just call the employee into your office for a “chat,” what you do ***the rest of the year*** is really what’s most important. The current economy may have discouraged workers from looking for other jobs—even though they’re not particularly satisfied with the job they’re in. And how can you tell they’re dissatisfied (but not looking for another job): poor attendance, mediocre performance, lack of enthusiasm, zero ability to problem solve. Sound familiar? This three hour workshop will give you the tools you need to get employees to do what they’re supposed to be doing.

Learning points:

- Performance management occurs throughout the year; a performance appraisal form is one piece of the management process
- Performance management has two goals: improve performance and develop employees
- Employees want to know what is expected of them—how to establish standards of performance
- Ten ways to provide effective verbal feedback
- Writing the formal evaluation—documenting behavior, setting clear goals, jointly developing S-M-A-R-T-E-R objectives
- Conducting the performance appraisal meeting