



Best Practices for Coaching and Counseling

Join us for this 3-hour interactive virtual training!

May 24, 2023 | 9:00am-12:00pm

Instructed by Janet May, of Sound Employment Solutions, LLC

DESCRIPTION: This training is designed for any supervisor, employee serving in a lead position, trainer, manager, or any individual responsible for evaluating employee performance. Participants will have the opportunity to engage in interactive discussions and get hands-on experience in providing written and oral feedback using real-life scenarios.

Participants will learn:

- How performance management and accountability support employee engagement
- Common pitfalls when setting expectations
- Best practices for setting expectations
- Tools and strategies for setting themselves and the employee up for success
- The difference between coaching and counseling
- What approach will likely work best for different performance situations
- Factors that may positively or negatively influence how individuals deliver performance feedback and how it is received
- How to have progressive performance related conversations
- How to solicit employee feedback

AUDIENCE: For HR personnel, new and upcoming supervisors, and seasoned supervisors seeking a refresher (WCRP members only). Registration Required.

REGISTRATION CAP: Up to 100 attendees.

VIRTUAL TRAINING EXPECTATIONS:

- The level of participation and interaction is moderate, with cameras being optional. Questions during the training are welcomed and encouraged.
- Individual registration is required for all attendees for attendance records and certificate issuance. Members of the same agency are encouraged to attend together so they can participate in small group discussions and strategize together. If attending in a group from a single device, please email MemberServices@wcrp.wa.gov or call (360) 292-4490.
- This training will not be recorded, and recording is not permitted.

REGISTRATION & FEES: This training is available to WCRP members only, at no charge. Attendees must pre-register to attend. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the event.** To learn more, visit [WCRP's Registration and Fees, Invoicing and Cancellation Procedures](#) webpage.

Attendees must pre-register to attend. Register online at www.wcrp.info: Hover over the Member Services tab and click on Training to access the list of current offerings. The online registration form is accessible under each training title; select the link to be directed to the WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form. A waitlist will be enabled when a specific training is full and we encourage you to sign up in the event of a cancellation.

QUESTIONS?

Contact the WCRP Member Services team: MemberServices@wcrp.wa.gov or (360) 292-4490