

8 years of results by the Office of Personnel Management's study. Can you afford to let this happen in your organization? If not, let us help!

Turn Failure into Success:

Learn how to:

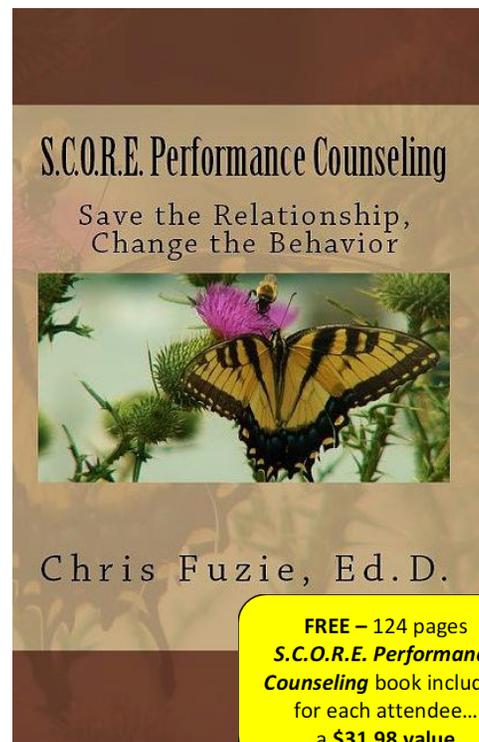
- Focus on modifying behavior.
- Create a supportive climate for the counseling.
- Provide clear behavior expectations to achieve organizational goals.
- Use an organized method to complete the performance counseling.
- Create an effective behavior redirection action plan with input and effort from the follower as well as the leader.
- Make the counseling about the behavior and not the person.

Become a Certified Performance Counselor

8-Hour Certification
Courses

with

S.C.O.R.E.®
PERFORMANCE COUNSELING



8-Hour Seminar + Book:

Location:

Date

Time: 8:00 AM – 5:00 PM

Tuition: \$149.99 Per Person

Prepayment at time of sign-up required

Register online at:

www.scoreperformancecounseling.com

Or call

1+ (209) 652-3235 (US)

Prepayment required at time of sign-up.

Or Arrange for your own organization needs and budget by contacting us at the above telephone number

S.C.O.R.E.®

“Save the Relationship, Change the Behavior”

S.C.O.R.E. Performance Counseling is a product of
CMF Leadership Consulting



The training will show participants:

1. The differences in relationship, leader role, follower role, and the primary driver of development.
2. The specific differences between mentoring, coaching, and counseling.
3. How to **overcome Communication Apprehension** when discussing performance with employees.
4. How to **separate the behavior from the person** while being supportive of the person, yet changing the behavior.
5. A **step-by-step method** for addressing performance.
6. How to **include their perceptions** and interpretations.
7. How to show the **gap in performance** and expectations in a way that is non-confrontational.
8. How to use Participative Decision Making and **involving the employee** in changing the behavior.
9. How to create a **written plan** to ensure proper follow-up and documentation.

Testimonial:

“Supervisors and managers started having side discussions the next day on doing some documented counseling on several issues that are small now, but could get a lot worse if they go unchecked.”

- Police Chief Darren Pytel
Davis, CA Police

		Does the person have the required knowledge, skills, abilities?	
		Deficient	Defiant
Are they aware of the performance?	Subconscious	Unaware of lack of knowledge, skills or abilities (Don't know what they don't know)	Ignoring rules, ignoring, or minimizing dangerous situations, rationalizing away behavior
	Conscious	Knows they lack knowledge, skills, abilities and continue to perform behaviors, may complain, ask for training, etc.	Undermining, purposeful defiance of rules, norms, etc., open disregard, contempt for others, bosses, etc.

Diagram is intellectual property of: CMF Leadership Consulting

Learn how to determine if the performance gaps or behaviors are conscious or subconscious, deficient or defiant, in this...

Supportive
Clear
Organized
Redirection
Effort.

In this 8-hour training seminar, participants will learn how to overcome the most frequent and common errors made by supervisors and managers while conducting performance-centered counseling.

Why S.C.O.R.E. Works...

According to the United States Office of Personnel Management, ***“Most supervisors haven’t been trained in how to handle a performance-centered counseling and usually fail to hit the significant issues.”***

Most supervisors fail to:

- focus on modifying behavior,
- creating a supportive climate for the counseling,
- clear behavior expectations to achieve organizational goals,
- use an organized method to complete the performance counseling,
- create an effective behavior redirection action plan with input and effort from the follower as well as the leader
- make the counseling about the behavior and not the person.

What we do about it...

S.C.O.R.E. Performance Counseling was designed by Dr. Chris Fuzie to help employees improve behavior when the employee consciously or even subconsciously chooses to be deficient or defiant of satisfactory performance or behavior in the workplace.

The S.C.O.R.E. method uses behavioral and social science theories, psychology, decision-making, and communication skills to overcome these failures.

S.C.O.R.E.®

“Save the Relationship, Change the Behavior”