



SMG 120: Managing Challenging Employees

This course will provide participants with various strategies for managing challenging employees. Course content emphasizes the importance of both performance coaching and developmental coaching, in addition to implementing progressive discipline techniques in conjunction with HR to help change behavior and improve performance. Participants will learn intervention techniques, and will use workplace employee problem scenarios to practice new skills. This course is part of a 5 course Leadership Development Certificate program awarded by Tacoma Community Colleges (TCC).

Length: 33 Hours (3 College Credits)

Learning Objectives:

- Identify and examine typical workplace employee issues
- Plan, conduct, and evaluate an intervention coaching conference with a challenging employee
- Demonstrate and apply basic coaching and behavior-changing/performance-improving techniques
- Apply the principles of “progressive discipline”.

Course Textbook:

- *Solving Employee Performance Problems: How to Spot Problems Early, Take Appropriate Action, and Bring Out the Best in Everyone (2011)* by Ann Bruce, Brenda Hampel and Erika Lamont