



CRY ME A RIVER! THE ART OF DRAFTING LIABILITY-PROOF PERFORMANCE DOCUMENTATION™

Compliance Perspective: Not all performance management sessions involve tensions, tears and tissues. In fact, good results can be achieved from employers who think of performance management as an entire system, beginning in interviews with potential employees and continuing through orientation, training, coaching, counseling, and recognizing peak performance. But, if you give unwarranted “walk-on-water” reviews or you fail to provide performance feedback in real time it can affect your ability to promote, transfer, discipline, and terminate employees. You can also end up with federal and state claims based upon discrimination, favoritism, and retaliation. Poor written documentation skills can impact your bottom line and culture resulting in a decrease in productivity and inability to retain top talent.

Description and Core Competencies: In this highly interactive and engaging session you will instantly learn the 25 best practices for drafting liability-proof performance documentation. Learn the J.U.S.T Model of Performance Documentation™ which effectively focuses on performance while clearly communicating accurate feedback to employees. Learn what common HR words must never be used or referenced in your performance documentation. Acquire the secret “NOT” trick that frustrates plaintiff’s attorneys and ensures they take a pass on suing your organization. Identify valuable solutions to underperformance that you might ordinarily miss because of false assumptions. Learn how to properly manage employees expectations about consequences including discipline and termination. And, evaluate when you have over or under documented and how it raises red flags for litigation.

Recommended for: HR Professionals, Managers and Supervisors, Attorneys and All Leadership Teams.

Length and Delivery: Length of presentation may be customized based on the program agenda. Leader-led presentation.

WHAT IS **clicks&sticks**[®] **training**?

Only Mindy Chapman & Associates LLC provides the proprietary Workplace Training That Clicks & Sticks[®]. Clicks & Sticks[®] Training takes complex legal concepts and distills them down into practical compliance tools for all levels of the workforce. This unique methodology immediately benefits your organization because the customized training is always relevant to the participants’ daily conduct (so it Clicks) and memorable long after the training ends (so it Sticks). Clicks & Sticks[®] Training helps employees to quickly acquire compliance information, develop and practice their new compliance skills and ultimately demonstrate mastery of the laws and your policies as they apply in your workplace. Our training provides the highest return on investment of your training dollars because while every organization needs an effective compliance training program in the classroom; it must be sustainable back in the workplace to be valuable. Clicks & Sticks[®] Training helps organizations avoid liability, minimize risk, retain talent and create a culture of respect that values diversity and inclusion.



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