How to Communicate Effectively with Your Employees

Two Sessions Offered!

Do you ever ask yourself these questions: “What ARE the best ways to communicate with my employees?” “How can I give feedback in a way that is productive for everyone involved?” “Will I ever feel comfortable dealing with a difficult situation with an employee?” This 2-hour workshop is designed to offer concrete tools to support your efforts and lessen your stress about communicating effectively with your employees. **Topics will include:**

- Use of Assertive Communication – Direct & Indirect
- Creation of Communication Contracts – How, When & What We Talk About
- Set Clear Expectations – Describe Behavior & Outcomes
- Workplace Feedback – Job Performance & Work-Related Behavior
- Reinforcing or Redirecting Feedback/Useful & Non-Useful Feedback/How to Give Feedback

**Presenter:** Debra Blatt has a foundation in organizational behavior and management experience grounded in over two decades in the business world. Through her company Group Restoration, she provides consulting and training to a variety of organizations.

**To Register Contact:**
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CALL 442-4483 OR ONLINE
http://www.albany.edu/eap/event_sign-up.htm

**Tuesday, October 31**
10:00 am — 12:00 pm
OR
1:30 pm—3:30 pm
Room 375
Campus Center