State of Rhode Island
Department of Administration

Managing Performance Expectations

Training for Managers and Supervisors

Turning Managerial Challenges Into Positive Results

Our supervisors are faced with the every day responsibility of effectively managing their employees. Managing Performance Expectations - Turning Managerial Challenges into Positive Results is a training program developed by the Department of Administration to train all levels of managers on how to identify and communicate performance expectations to their subordinates and to turn those managerial challenges into positive results. Our goal is to train and assist our managers in solving problem behavior while focusing on respect and responsibility.

During this training, you will:

- Have the opportunity to take a break from your work day, stop and take a hard look at your workforce and plan how to address the managerial challenges you face.
- Learn about the tools available and how to apply them to practical situations.
- Be inspired to try new ideas and new solutions to your problems.
- See new ways of handling situations.
- Learn about our union contract obligations.
- Become aware of resources available to assist you when help is needed.
- Learn from the people around you.

At the end of this training, you will:

- Get your supervisory responsibilities under control.
- Achieve the needs of your organization from your employees.
- Lead and motivate the members of your work group to do their best.
- Assess performance and take appropriate corrective action when problems occur.

The Trainers:

- William Patenaude, Department of Environmental Management, Certified Myers-Briggs Instructor
- Melanie Marcaccio, Department of Administration, Acting Executive Director of Human Resources/Personnel Administrator
- Kathleen Lanphear, Department of Administration, Former Deputy Personnel Administrator

You may register for the following class being held on:

- Thursday, July 21st, 2016, 9:00 a.m. – 4:00 p.m.
- Department of Administration, Second Floor, Conference Room 2A
  One Capitol Hill, Providence, RI

For more information or to register, contact Jessica Hubbard at 222-5909 or by email at jessica.hubbard@hr.ri.gov