

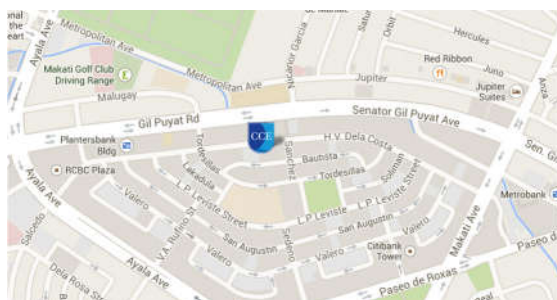
## Dynamics of Engagement and Corrective Action

### Package inclusions:

- Program fee
- Training kit
- AM/PM snacks
- Lunch
- Certificate of course completion

### Venue:

Ateneo de Manila University - Salcedo Campus  
3/F Ateneo Professional Schools Bldg.  
130 H.V. Dela Costa St., Salcedo Village,  
Makati City, Philippines



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February 9, 2017



ATENEO DE MANILA UNIVERSITY  
GRADUATE SCHOOL OF BUSINESS



**leadership and management**

# dynamics of engagement and corrective action

**June 19 - 20, 2017**

### DATES

June 19 - 20, 2017  
Monday - Tuesday  
9:00 am - 5:00 pm

### PROGRAM FEE

Php 10,800.00 (Early Eagle Rate  
until Jun. 5)  
Php 11,800.00 (Regular Rate)

### HOW TO REGISTER Online

[www.cce.ateneo.edu](http://www.cce.ateneo.edu)

### Email

[sales.cce@ateneo.edu](mailto:sales.cce@ateneo.edu)

### Call

+63(2)830.2050

*Schedules and prices may  
change without prior notice.*

**CCE CENTER FOR CONTINUING EDUCATION**

As you lead people to achieve business objectives and manage individual development, various supervisory concerns can get in the way of smooth day-to-day work. Many of these emanate from those referred to as *difficult* employees. These concerns are manifested in aspects such as: low performance, poor work habits, resistance to change, and even aggressive behavior.

This course will help you gain a greater degree of confidence in exercising authority, in a manner that resolves adaptive situations while meeting the prevailing personal concerns. It will provide a sensible guide to contain such problems and move forward constructively, in light of engagement in the workplace.

## dynamics of engagement and corrective action

### objectives

After the course, you will:

1. Rethink the dynamics of the key management functions of leading and controlling, in light of employees who perform or behave below expectations;
2. Recognize the modern employee mindset, unique workplace conditions, and distinct personal motivations that impact positive behavior and corrective action;
3. Identify factors you can control in order to remove obstacles to desired behavior, and practice skills to effectively deal with these adaptive situations; and
4. Apply the principles of counseling and due process in disciplinary proceedings.

### who should attend

People managers, from team leaders and supervisors to junior-level managers, who wish to gain insight into approaches around individual performance enhancement.



### resource person

#### MR. ERIC GENEROSO PICART

has 20 years of corporate, consulting, and entrepreneurial experience in the management and development of human resources systems. He has handled performance management, leadership development, training, management coaching, human resources administration, and organization design. He has worked with senior leaders across different industries to conduct human resource development programs.

He is currently the Principal Consultant of HR Latitude where he manages organizational development projects, such as: organizational diagnosis, high performance work systems, recruitment & selection, training & development, and performance coaching. He also designed and facilitated training programs on strategic planning, team development, and personal effectiveness, among others.

Mr. Picart holds a Bachelors degree in Psychology from the Ateneo de Manila University; a Masters degree in Business Administration – Regis Program from the Ateneo Graduate School of Business.

### program content

- I. The modern context:  
Your role in fostering a culture of high performance
- II. Facing common obstacles  
in getting people to do their jobs well
- III. Supervision strategies around  
engaging employees and driving  
results, vis-à-vis difficult performers
- IV. Leading and controlling:  
Communication and resolution skills  
that move towards behavioral  
improvement
- V. Counseling, discipline,  
and grievance handling

### complementary courses

#### Developing Assertiveness for Leaders

April 20 - 21, 2017

This course gives you an opportunity to learn how your behavioral style impacts your overall performance as a manager. You will assess your current assertiveness skills and find out how you can improve them for a more effective approach.

#### Management Skills for New Leaders

April 27 - 28, 2017

This course will include practical tools and frameworks to help you set team objectives, track and analyze performance, and manage stakeholders. It will also have simulated learning environment with role-plays and peer feedback to share best practices and immediately apply the concepts learned.