

# Mastering the Management Process: Lawful, Effective Evaluations and (Nearly) Painless Discipline and Termination



When is it time to cut your losses?

Looking for effective management tools for creating and maintaining high performance teams?



Although termination is sometimes unavoidable, every effort should be made to **minimize** the need to discharge an employee by **maximizing** the ability of the employee to succeed. Learn what management tools you need to maximize the potential of each employee. Employers who incorporate both the *objective*, legal management requirements with *subjective*, personality-driven considerations will be most successful in avoiding costly terminations, and will at the same time create a positive office culture and productive work environment.

It is inevitable that every employer will encounter an employee who cannot succeed as a member of your practice. Learn how to avoid both the legal and the emotional land mines of the termination process that may adversely affect the team and practice.

## Learning Objectives:

- Understand how to use employee evaluations as an essential management tool.
- Learn how to develop Team Agreements that increase morale and decrease destructive behaviors and office conflict.
- Pinpoint the right time to transition an employee into a new position as an alternative to discipline or termination.
- Learn how to identify what management tools and style works best with each employee type in order maximize individual performance.
- Develop policies and procedures to prevent discrimination and harassment in every phase of the evaluation, discipline and termination processes.
- Identify the types of disciplinary policies and processes that may actually create liability.
- Explore how problem employees may be responsible for high turnover and unnecessary conflict within your practice.
- Recognize when it is time to “cut your losses” and begin the termination process.
- Explore the myth that a termination will cause the practice to lose patients.
- Discuss effective ways to conduct a termination to minimize potential liability.
- Identify the importance of documentation and consistency to protect the practice.

## Objective Elements:

Identify the policies and procedures your practice must have in place to effectively and lawfully manage employees through the evaluation, performance improvement plan and discipline processes.

## Subjective Elements:

Learn how the different employee personality types can influence the character of your practice. Discover the management tools you need to maximize the potential of each of your employees along with the written evaluation and discipline techniques that work best for your unique circumstances and each employee type. Identify why follow up and consistency are key to maintaining team excellence and avoid the destructive consequences your team and practice can experience if certain behaviors are tolerated.

## Suggested Attendee:

Dentists, Physicians, Administrators and Management Team

## Suggested Length:

Full or Partial Day

## Suggested Format:

Lecture, Workshop, Keynote