



## AMCTO's Corporate Training

# Developing and Retaining High Performance Staff

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### 1-Day Workshop

This one day experiential workshop looks directly at developing strategies for retaining high performers and provides tools and models to help managers and supervisors to engage employees and enhance retention. We examine Five elements that impact retention:

**Meaning:** engaging task with purpose.

**Culture:** Identifying the culture and ensuring you have the right person in the right job.

**Development:** "What if we educate them and they leave? (the flipside of course being - "What if we don't educate them and they stay?") With job security no longer guaranteed and staff often working on contract we discuss concrete steps that engage the employee. Job Shadowing, Coaching, Training, Mentoring, and Flex Hours are just some of the approaches discussed.

**Candour:** (and its companion pieces assertiveness and transparency.)

**Coaching:** when to manage and when to coach and how to coach.

### What You Will Learn:

- the benefits of how connecting task with purpose adds to engagement.
- 3 ways in which culture impacts ones approach to task.
- 5 key development strategies that enhance employee engagement and retention
- to distinguish between assertive, passive, passive-aggressive and aggressive behaviour.
- 5 specific coaching behaviours
- to strategize how to offer employee rewards in a union environment
- the benefits of coaching the competent employee.