

# HR's Role in Performance Management and Documentation

HR professionals play a critical role in advising management on issues related to employee performance management and improvement. Since all employment decisions present the opportunity for litigation, your ability to effectively help managers and supervisors facilitate an ongoing performance management process supported by documentation, open communication, coaching, and feedback can mitigate risk for your organization. In this half-day program, you will be exposed to the components of a sound performance management system, learn to apply and properly document a progressive disciplinary process, and collaborate with leadership using a consultative approach.

## Learning Objectives:

- Coach managers and supervisors on effective performance management processes.
- Apply the elements of thorough and complete documentation to support employment decisions.
- Determine when to escalate disciplinary actions, based on supporting documentation, to address employee performance and minimize risk to the organization.



<b>CEUs:</b> 0.3 (3.25 hours)	<b>HRCI Credits:</b> 3.25 HR (General)	<b>SHRM:</b> 3.25 PDCs
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## Learning Options:

- Classroom training
- At your location

## Who Should Attend:

- Newcomers to HR who want to broaden their HR knowledge

## Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



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800.488.4845

WISCONSIN  
262.523.9090

MINNESOTA  
763.253.9100

ILLINOIS  
847.963.9860

IOWA/WESTERN ILLINOIS  
309.764.8354



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# Course Outline

- Examine performance management best practices
- Review the importance of establishing expectations and observing/monitoring performance
- Practice effective feedback and coaching
- Discuss the goals and best practices of performance evaluations
- Review how to effectively and legally document
- Understand when coaching needs to escalate to corrective action
- Apply best practices to all phases of the disciplinary process

“ I learned a treasure trove of new and essential information that will significantly reduce my legal liability on the job and improve my ability to navigate sticky situations. Thank you, MRA! ”



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