

# Course Description

## Management Interventions AMS 278

### Overview

This program is designed to assist managers with conducting necessary employee interventions. A simple five-step process allows managers to effectively monitor and correct inappropriate and/or destructive behavior. This program is a must for managers wishing to effectively manage their associates and project team members.

### Learning Objectives

- Identify the source of your problem
- Know the difference between intervention and interference
- Set expectations for appropriate behaviors
- Define positive interactions through modeling
- Create intervention action plans

### Format

This course is highly interactive and adaptive to participants' interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

### Duration

One day

### Delivery Options

### Who Should Attend

Supervisors, managers and other staff.

