

**2:15 – 3:45 p.m.**

**Concurrent Session 3J**

**\*Leadership/Counseling and Coaching Staff**

\*One and a half (1.5) hours for Social work CEU has been approved for this session

**Speaker:**

**Joyce Palmieri** , MS, RN, CHPN, Vice President of Clinical Services, MJHS Hospice and Palliative Care

**Description:**

This session is designed to support leaders with a process in addressing and resolving poor performance with the key tools of coaching, counseling and performance improvement plans.

**Goals and Objectives:**

1. Understand the difference between counseling vs discipline
2. Increased knowledge of use of tools available to support improved performance
3. Develop Key performance indicators for measuring success

**Learning outcomes:**

1. Understanding when to use coaching, counseling, disciplinary action and performance improvement plans.
2. Ability to create a Performance Improvement Plan with measurable goals and time frames
3. Ability to communicate and support positive performance for success