



REMINDER: TWO FALL SUPERVISORY SEMINARS

It is NOT too late to sign up to join one of the premier training firms in New England for **2 NEWLY DESIGNED one-day seminars!!**

Leadership Development Training Program

This seminar is a dynamic program that emphasizes the critical tools that all managers/leaders need to achieve superior results in the workplace. Topics to be covered are: *Giving Honest Objective Feedback and Expressing Yourself Effectively*, *Gaining Commitment to Performance Improvement Plans*, *“The Five Dysfunctions of a Team”* based on the book by Patrick Lencioni, and *Effective Coaching: Bringing Out the Best in Others*.

THURSDAY, OCTOBER 7, 2004 9:00A.M – 4:00 P.M.

To be held at:

THE NORTHEASTLAND HOTEL, PRESQUE ISLE, ME

Advanced Supervisory Skills Training Program

This intensive and informative program provides a focus on the critical management tools that all Supervisors need to get superior results! Topics to be covered are: *Coaching & Counseling with Success*, *Emotional Intelligence & Problem Solving in the Workplace*, *Conducting Collaborative Performance Appraisals*, and *What Every Supervisor Should Know about Employment Laws*.

FRIDAY, OCTOBER 8, 2004 9:00 A.M. – 4:00 P.M.

To be held at:

HILTON GARDEN INN@ JETPORT, PORTLAND, ME



DON'T FORGET: If you cannot make these dates, we are available to **customize** the supervisory training content and bring it **on-site** for your employees at a very reasonable cost!

If you'd like more information or would like to have a slot reserved, please call Nancy Blanchard in our offices at (207) 773-4800.

Adoption of New Racial & Ethnic Codes for all Affirmative Action Plans

On June 15, 2004, the OFCCP certified the 2000 census for use in affirmative action plans. The new 2000 census information must be used in all affirmative action plans that commence on or after January 1, 2005.

The most significant impact of the 2000 census data is the adoption of new racial and ethnic codes. They include the addition of Native Hawaiian or Other Pacific Islander as a new designation and the subdivision of Hispanic Code into ethnic categories.

The new ethnic and racial designations are as follows:

- **American Indian or Alaskan Native** – A person having origins in any of the original

peoples of North America and South America (including Central America), and who maintains tribal affiliation or community attachment.

- **Asian** – A person having origins in any of the original peoples of the Far East, Southeast Asia or the Indian subcontinent including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.

- **Black or African American** – A person having origins in any of the Black racial groups or Africa. Terms such as “Haitian” or “Negro” can be used in addition to “Black or African American.”

- **Native Hawaiian or Other Pacific Islander** – A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

- **White** – A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

- **Hispanic or Latino (All Races)** – A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

- **Hispanic or Latino (White Race Only)** – A person of Mexican, Puerto Rican, Cuban Central or South American or other Spanish Culture or origin, and of the White Race.

- **Hispanic or Latino (All Other Races)** – A person of Mexican Puerto Rican, Cuban Central or South American or other Spanish Culture or origin, and of any race other than White.

For More Information: Please contact Lindsay Strang in our offices at: (207) 773-4800

The Top 10 overall trends that HR professionals believe will have the

1. Rise in health care costs.
2. Focus on domestic safety and security.
3. Use of technology to communicate with employees.
4. Growing complexity of legal compliance.
5. Use of technology to perform transactional HR functions.
6. Focus on global security.
7. Preparing for the next wave of retirement/labor shortage.
8. Use and development of e-learning.
9. Exporting of U.S. manufacturing jobs to develop countries.
10. Changing definition of family (i.e. children living with grandparents; same gender couples; unmarried co-habitation).

Source: SHRM 2004 – 2005 Workplace Forecast Survey

LINDA S. BLESSING has joined our staff as a Senior Associate!

Linda Blessing has over 30 years of experience in human resources, training, operations management, quality assurance, project management and healthcare compliance. Most recently she spent 9 years with Per-Se Technologies, in a senior management role with responsibilities at the national level for human resources, training, and healthcare compliance.

Linda has held various management level positions during 22 years with Blue Cross and Blue Shield of Maine (now Anthem Blue Cross and Blue Shield). Among her responsibilities were human resources, training, project management and claims operations.

Linda's formal education includes a Bachelor of Science in Secondary Education from Southeast Missouri State University, as well as a Master of Science in Education from the University of Maine. She has taken many professional and personal development courses and seminars in management, leadership, communications, customer service, human resources, quality assurance, and compliance.

Welcome Linda!

Watch for the *President's Corner* on
"Team Building"

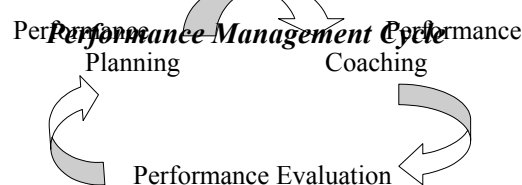
by Deborah Gallant, SPHR

in the November 2004 issue of this Newsletter!



PERFORMANCE PLANNING & APPRAISAL TRAINING

No one enjoys sitting in judgment of others. Yet, managers must give accurate performance feedback to achieve organizational and individual goals. A sound performance appraisal system will provide the organization with an effective method of measuring the performance of individuals within the organization. Performance appraisals are at the heart of any employee compensation and organizational motivation program. An effective system should include the following:



The Performance Management Cycle begins with **Performance Planning**, which outlines individual performance goals, and is usually done annually. The performance plan should be specific, measurable and mutually agreed on by the staff member and the supervisor.

Performance Coaching is an active and ongoing process between the supervisor and staff member. There should be regularly scheduled coaching sessions, held often enough to give the staff member adequate opportunity for improvement. Coaching informally is valuable, also, to give "just in time" feedback and to offer support. We will teach participants how to be effective coaches.

There should be no "surprises" for the employee at performance evaluation time. **Performance Evaluation** includes an objective summary of the staff member's efforts and results and an assessment of the staff member's level of goal achievement.

D. Gallant Management Associates specializes in helping companies evaluate existing appraisal systems, as well as designing and implementing new systems that are valid, reliable, and practical. The implementation stage could include the development of policies and manuals, in addition to training managers in program mechanics and the sharpening of interpersonal skills.

Call our offices today at (207) 773-4800 for more information on our Performance Planning & Appraisal Training



"I see you survived your Performance Review."