

**You are cordially  
invited ...**



**Seminar Topics:  
The Successful  
Supervisor:  
Coaching for Maximum  
Performance**

**Who:**  
Managers and Supervisors who  
want to improve their management  
skills and the performance of their  
employees.

**When:**  
Thursday  
July 29, 2004

**Hours:**  
Continental Breakfast  
8:30 a.m.  
Seminar  
9:00—11:00 a.m.

**Cost:**  
**FREE!**

**Location:**  
Dalco  
Training Center  
300 5th Ave NW  
New Brighton, MN  
55112

Please RSVP by  
Friday, July 23, 2004

**To RSVP:**  
Call the Dalco event line at  
651-251-6660  
Email:  
joni.miklya@dalcoonline.com  
Fax: 651-604-2961

**We look forward to seeing you  
there!**

### What will you learn?

- Identify the job performance requirements of a position
- Objectively measure the job performance of your employees
- Conduct a performance analysis
- The seven common causes for poor performance
- Solutions to improve employee performance
- Maintaining performance in your top performers
- How to give effective feedback to your employees

### What will you receive?

- A proven, effective and systematic strategy for performance management
- A manual providing proven performance job aids, checklists, samples and reference tools
- An Action Plan to immediately apply your learning back at work

### Speaker Profile

Terrence Donahue is the North American Training Manager for JohnsonDiversey. He has 17 years experience in the area of Performance Improvement Strategies. He has trained over 12,000 people on three continents delivering over 900 training programs over the last 10 years.