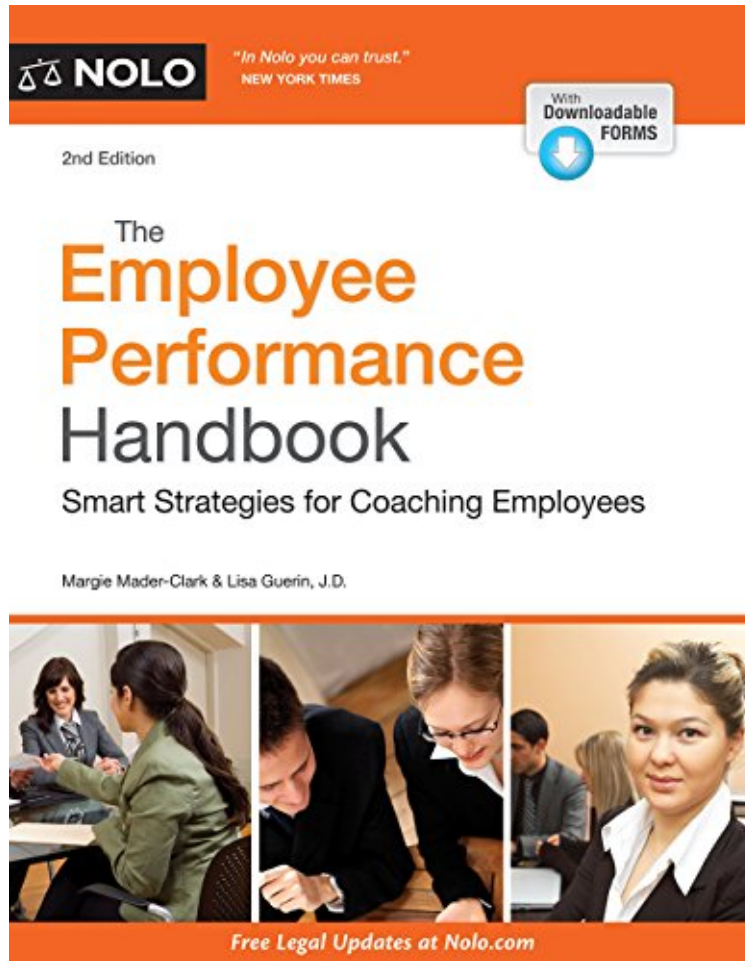



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Employee Performance Handbook, The: Smart Strategies for Coaching Employees (Progressive Discipline Handbook)

Margaret Mader Clark, Lisa Guerin
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Everything you need to coach employees and get troubled performers back on track. Confronting employees about poor performance is an ordeal dreaded by managers and HR pros everywhere. The possibility of emotional outbursts—and the specter of a lawsuit—leave many would-be disciplinarians at a loss. The Employee Performance Handbook is a complete how-to guide for employee discipline. Packed with practical and legal advice, this book offers smart strategies that will help you improve employee performance and avoid legal trouble. You'll learn how to: identify problems early on; decide when discipline is necessary; choose the right response to a problem; engage employees in improving performance; collaborate with employees to come up with solutions; fire employees when necessary; protect against wrongful termination lawsuits. With Downloadable Forms You can download sample policies, sample forms, checklists, skills-building exercises, and more, at nolo.com (details inside).

"An invaluable guide for managers, this book reveals the power of progressive discipline to protect the organization and bring out the best in employees." - Laura MacKinnon, senior director of HR, Yahoo! "Recommended for every manager." - Attorney Amy DelPo, author of *The Performance Appraisal Handbook* "For managers and human resources professionals, this guide explains how to deal with employee performance, attendance, and conduct issues using a collaborative, respectful process of progressive discipline that aims to work with any company's disciplinary system. Chapters cover the basics and principles of employee discipline; strategies to avoid legal trouble; identifying problems and deciding the action to take; why discipline is difficult; discussing a problem with an employee; dealing with difficult employee reactions; documentation; involving management, human resources, legal counsel, and other employees; the use of coaching and verbal and written warnings in discipline; termination; and moving on after an employee's departure. Mader-Clark works in human resources and effectiveness consulting, and Guerin is an author and employment attorney." Eithne O'Leyne Editor, ProtoView About the Author Margie Mader-Clark has worked at the highest levels of the HR profession for more than 15 years, primarily in the fast-paced world of Silicon Valley. She has experienced the power of good management -- and the devastating impact of poor management. Mader-Clark has worked with numerous companies to develop commonsense HR principles to guide their employment policies. Lisa Guerin, an editor and author specializing in employment law, is author or co-author of several Nolo books, including *The Manager's Legal Handbook*, and *The Essential Guide to Federal Employment Laws*. Guerin has practiced employment law in government, public interest, and private practice where she represented clients at all levels of state and federal courts and in agency proceedings. She is a graduate of Boalt Hall School of Law at the University of California at Berkeley. Guerin's blog on lessons learned by employers and HR professionals on everything from hiring and firing to performance and discipline can be found at nolo.com's Employment Law Blog.