



Managing Major Issues During Employment

Thursday, October 16, 2014, 2:00 p.m. EDT

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Christine V. Walters, MAS, JD, SPHR, is a human resources consultant and author who speaks regularly at industry events focused on HR legal practices and emerging issues.

Christine has been engaged as an expert witness for the defense, presented at conferences across the country, and testified before U.S. Congressional and state legislative committees and federal administrative agencies. Christine has been interviewed and quoted in a variety of media, including television, radio, and print. In March 2011, her first book, "From Hello to Goodbye: Proactive Tips for Maintaining Positive Employee Relations" was published by the Society for Human Resource Management.

After working nearly 10 years in HR administration, Christine started FiveL Company in 1998 as a part-time practice while working full time at the Johns Hopkins University as program director and interim department chair. She discontinued FiveL Company when she joined the law firm of Saul Ewing LLP in 2000, but she restarted the practice when she ventured out on her own to provide full-time human resources and employment law consulting in September 2002.

Christine served as an adjunct faculty member of the Johns Hopkins University from 1999 until 2006, teaching graduate-, undergraduate-, and certification-level courses.

Christine demonstrates her commitment to supporting and advancing the needs and interests of the business community and the HR profession by currently serving in a number of volunteer leadership roles.

Christine is licensed to practice law in Maryland.

Session Description:

The employment relationship is fraught with great success and, sometimes, peril. Performance, including attendance, punctuality, conduct, and safety, does not always meet expectations, and when that happens, frustration may result. That is the time to hold up the management mirror and ask if we properly set expectations, coached and counseled. Providing employees with measurable "SMART" expectations and creating timely, objective documentation are all in the realm of proactive management practices. Topics to be discussed include:

- The foundation for performance;
- Sources of motivation and rewards;
- Responses to emotional reactions during coaching, counseling, and correcting; and
- Proactive practices to document, document, document.

Learning Objectives:

- Describe ways to orient and set expectations for newly hired employees;
- Explain the advantages of documenting throughout the employment relationship; and
- Compare and contrast methodologies for motivating employees.

Top Three Session Ideas

Tools or tips you learned from this session and can apply back at the office.



1. _____

2. _____

3. _____