



## Human Resources Training & Development Seminar

### NEED PROFESSIONAL DEVELOPMENT CREDITS FOR SHRM-CP and SHRM-SCP?

#### *Providing Effective Feedback* featuring [Greg Shaffer](#):

- Identify times during an employee's career that effective feedback is needed.
- Discuss the value of effective feedback and the reasons it must be given.
- List the components of effective feedback.
- Demonstrate how to identify specific details when preparing feedback.
- List the most common excuses people use to avoid giving feedback.
- List the four simple steps for delivering feedback.
- Discuss ways to attain their own value-added feedback.

**Tuesday, October 15, 2019**  
**10:00 a.m. – 12:00 p.m.**  
**4308-B Garth Rd., Baytown, TX 77521**

#### [In Person Registration](#)

#### [Webinar Registration](#)



Workforce Solutions is recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 1 PDCs. For more information about certification or recertification, please visit [shrmcertification.org](http://shrmcertification.org).

#### For more information:

**Workforce Solutions – Employer Service**  
**713.590.2634**



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# Agenda

**Tuesday, October 15, 2019**

**10:00 am – 12:00 pm**

**Workforce Solutions–Baytown, Career Office**

10:00 – 10:30 am	Registration and Sign-in
10:30 – 10:45 am	Welcome – About Us / Speaker Intro
10:45 – 11:30 am	Keynote Speaker – Greg Shaffer
11:30 – 11:45 am	Q&A
11:45 am – noon	Networking / Wrap-up

## ***Organizational Change***

- State reasons people naturally resist change.
- Discuss the varying degrees of organizational change.
- List several key considerations to lead an organization through a complex change.
- Discuss means to monitor the change process to ensure progress.
- List some key pitfalls to watch out for during the change process.

Thank you for joining us today. We value your feedback.  
Please remember to submit your evaluation form.