

A brand new management training program (Jan 2004)...

The Manager's Trap

managing problem performance

by Gregg Ward, Jordan Goldrich
and the team of professional actors from
Orlando-Ward & Associates, Inc.



Learn to manage for 100% success in discussions about problem performance.

Executives and managers often avoid these difficult conversations resulting in lowered productivity and morale, grievances, lawsuits and sleepless nights.

Engage in a powerful simulation to deepen your mastery of the trap underlying conversations with employees whose performance is not up to par.

Program Formats: Short ...90-120 minutes
½ Day...2-4 hours
Full Day...6.5 hours

Program features:

- **A live performance of a realistic workplace drama by professional actors.**
- ***Facilitation and training by an expert with over 20 years experience in management and performance.***
- **Practical skills, tools and handouts.**
- ***Audience Interactive Q&A session with actors "in character"***
- ***"Experiential Learning" session in which actors work individually with trainees*.***
- ***Personal Action Plan and Management Strategy Coaching Session*****

**Not available in short session
**Available in full day session*

For more information or to book, contact...Jordan Goldrich at 858-268-8528 or Gregg Ward at 619-461-6777 (Pacific).



ABOUT THE PROGRAM CREATORS: Gregg Ward is the nation's top expert on the use of live, professional drama, interactive facilitation and experiential learning as workplace training tools. Clients include American Express, The Federal Reserve Bank, Ford Motor Company, Qualcomm, the US Navy and Warner Brothers. Jordan Goldrich is the founder of GAIN, Inc. and an expert trainer, consultant and executive coach with over 20 years successful business experience. He is the designer and faculty lead of San Diego State University's Certificate Program in Business and Executive Coaching.