Teleconference 1
Mastering the Basics:
Good Manager and Employee Skills
Friday, November 14, 2003

Outline

1. What’s the Job?
   - Desired skills for managers
   - Desired skills for employees
   - Looking for commonalities and differences

2. Communication
   - Effective communication
   - The role of the manager
   - The role of the employee

3. Performance Feedback & Appraisal
   - The basics of good feedback & appraisal
   - The role of the manager
   - The role of the employee

4. Understanding Differences
   - Examining work styles
   - Considering generational differences
   - What motivates us in the workplace?

5. Creating a Positive Workplace
   - Characteristics of a good workplace
   - The role of the manager
   - The role of the employee

Speaker Biography

Debra Wilcox Johnson is a partner in Johnson & Johnson Consulting, a firm specializing in management, evaluation, literacy and training. Dr. Johnson consults and trains throughout the United States on topics such as customer service, coping with technology, and creating an effective workplace. Dr. Johnson has taught at the University of Wisconsin and currently teaches for the University of Illinois via the Internet. She holds a doctorate from the University of Wisconsin-Madison and is known for her practical and sometimes humorous approach to modern life in the workplace.

Discussion Questions

Before the Teleconference
1. What are the most important skills or characteristics of a supervisor?
2. What are the most important skills or characteristics of an employee?
3. How would you describe good communication in the workplace?

After the Teleconference
1. What would you recommend for both the manager and the employee to improve feedback in the workplace?
2. How can you improve communication throughout the library?
3. What are the most important standards for workplace behavior? How can you help make sure these standards are implemented in the workplace?
Selected Resources


Topchik, Gary S. Managing Workplace Negativity. AMACOM, 2000

