

**YOUTH SERIES:**  
Improving Work  
Behaviors

**Overview:** Organizations today are competing for consumers, so assuring that customers have a positive experience is a key aspect of any company's performance. This course will assist the youth worker to improve work habits and to identify poor behaviors/habits. Accountability is a key employment skill and is the responsibility of the employee. 2 hr program

- Employee Orientation
- Employee Expectation
- Accountability is YOUR Responsibility
- Behaviors to Avoid
- Why do These Behaviors Happen?
- What if the Employee has a Legitimate Issue
- Address the Habit/Issue in a Timely Matter

**Meet the Trainer:** Melissa Welker-Fitzgerald, B.S., M.Ed. Melissa holds a Bachelor of Science in Social Work and a Masters in Career and Technology Education with an emphasis in Training from Bowling Green State University. Melissa has worked in the social service, health care, retail, and education industries. Her experience includes management, training, account management, customer service, leadership, and career services.

