

**Northern Hudson Valley Job Service Employer Committee**  
**"Saving Employers Time and Money"**

**Presents:**

**"Performance Appraisals and Coaching to Improve Performance"**  
**Featured Speaker: Diane Lustenader, SPHR, GPHR, CCP**  
**President, Lake Associates, Inc.**

By establishing an effective and meaningful performance appraisal, employers can develop a well motivated staff ready to meet new challenges. Performance management is an ongoing process that includes performance planning, informal daily meetings and periodic formal performance interviews. Goals of performance management are to keep the lines of communication open between supervisor and employee to effectively meet the needs of the business and to provide an avenue for employee development. Coaching for Improved Performance focuses on how to legally and effectively manage employee performance and discipline problems. The goal of positive discipline techniques is to change the behavior of employees who do not meet company standards.

Diane Lustenader SPHR, GPHR, CCP, is president of Lake Associates, Inc., a human resources consulting firm she founded in January 1994. The firm has staff in Albany & Chicago. Previously, Diane held the top HR position for the Americas for Yaskawa Electric America, Inc. Diane is a diversified, results-oriented professional with over 25 years of experience in the areas of: human resources, project management, strategic planning and training. She is the state certification director for NYSSHRM, the instructor of the SHRM Learning System PHR/SPHR preparation course at The College of St. Rose in Albany and the immediate past president of the Capital Region HRA (SHRM chapter). She is the author of numerous HR articles in state and national publications and the first and only recipient of the Northern Illinois SHRM chapter's Professional Excellence Award. Diane is an energetic facilitator and receives enthusiastic reviews from participants in her workshops. She has presented seminars and workshops throughout the US and Canada.

**Date:** Tuesday June 7, 2005  
**Time:** 8:45 am – 11:00 am: Breakfast and Program (Registration at 8:30 am)  
**Location:** BRC, One Development Court, Room 114, Ulster Avenue, Kingston, NY 12401  
**Cost:** \$10.00 per person for members (includes breakfast buffet) **\$15.00 for non-members**

**PLEASE COMPLETE THIS FORM AND RETURN IT WITH YOUR CHECK TO:**  
Ron Stonitsch, NY State DOL, BRC, One Development Court, Room 601, Kingston, NY 12401  
**Please make checks payable to: NY JSEC, Inc.**

You may also e-mail the form to Ron at [Ronald.stonitsch@labor.syste.ny.us](mailto:Ronald.stonitsch@labor.syste.ny.us) or fax it to (845) 339-0607.  
If you have questions, please phone Ron Stonitsch at (845) 331-8920 x 3004.

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- I would like to become a member of JSEC. Membership is free.  
 Please add me to your email list. My email is: \_\_\_\_\_

*R.S.V.P. by June 2, 2005*

Cancellations are requested. You may pay at the door, but please RSVP in advance.