



Navigating Difficult Employees & Coaching

In today's dynamic workplace, effective leadership entails not only guiding high-performing team members but also navigating the complexities of managing difficult employees. This comprehensive training program is designed to equip managers and supervisors with the essential skills and strategies to effectively handle challenging personnel situations through coaching. Participants will delve into the intricacies of understanding different types of difficult employees and obtain tools to foster organizational success.

October 9, 2024, from 9-noon @ MVCC

Cost: Members: 40/ Affiliates: 45/ Non-Members 50

Presented By: Jenny Smith & Amanda Harold

Contact Jodi Martin at jmartin@mvcc.net



Jenny Smith has worked for the City of Kettering since 2011 and currently serves in the capacity of Human Resource Director. As HR Director, Jenny is responsible for oversight of the delivery of personnel services and programs including policy development and interpretation; collective bargaining and labor-management relations; personnel selection and testing; position classification and compensation plan administration; records management; employee benefits; health and safety; and employee training and development. Prior to her promotion to HR Director, Jenny served the Department in the roles of HR Manager, HR Technician and HR Secretary. Jenny received a Bachelor of Arts degree from Miami University with a major in Sociology and a Master of Science degree from the University of Dayton, majoring in Social Agency Counseling.



Amanda Harold started her public service career in the Income Tax Division in 2007 at the City of Huber Heights. Amanda transitioned to the City of Kettering Human Resources Department in 2014 when the opportunity presented itself to work and collaborate with departments and employees throughout the City. She started by working as a Human Resource Technician in the department where she was responsible for payroll entry, increases, reporting, billings, backgrounds, orientations, special projects, benefit administration, as well as many other duties. Amanda was promoted to Human Resource Manager in the Spring of 2021 and now works closely with all City departments in recruiting, interviewing and policy administration.

Amanda received a Bachelor of Science in Applied Management from Ohio University in 2019 and a Master of Public Administration, with a concentration of Public Leadership and Management, from Ohio University in 2021.

