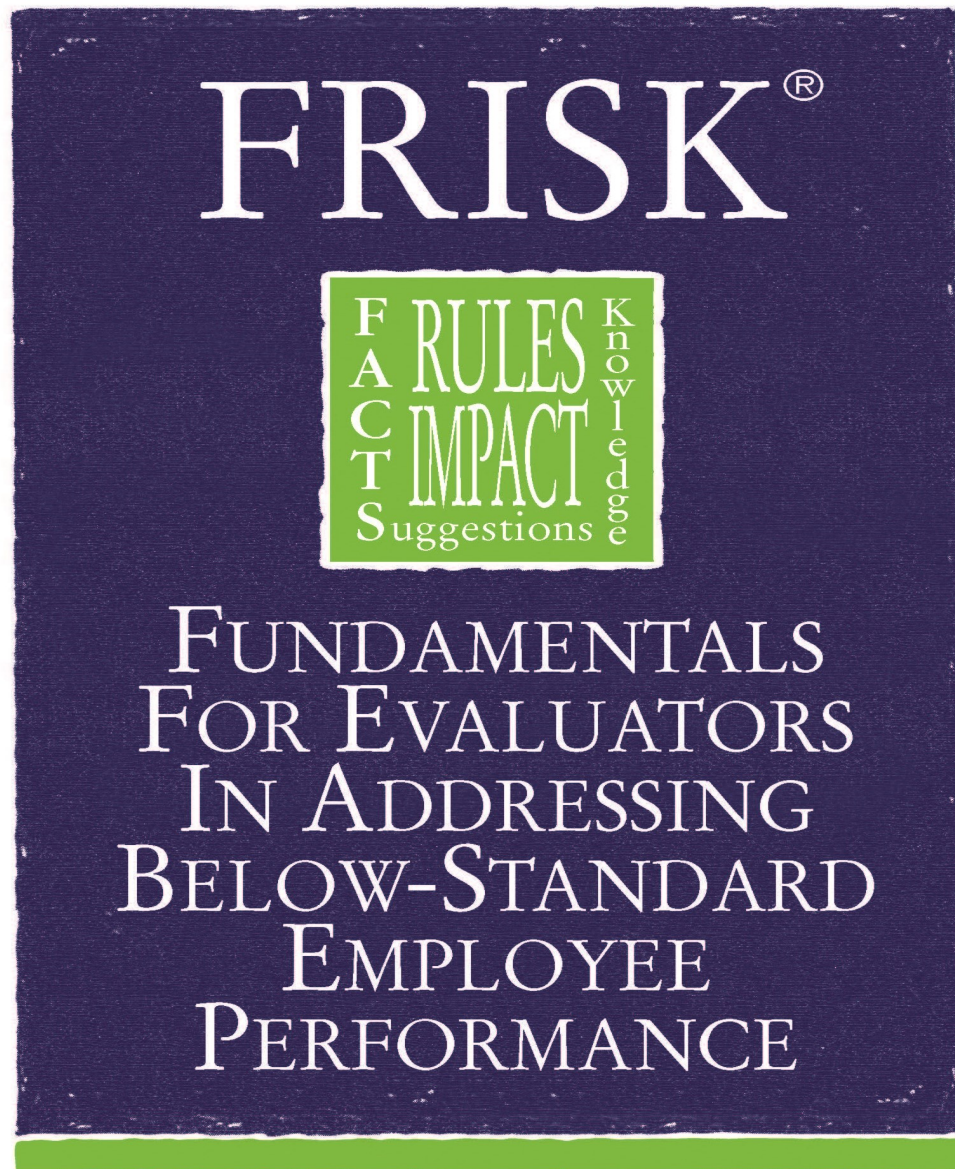


# NEW FRISK®

K-12 Education Edition  
and  
AALRR Leadership Training



Learn Critical Management Feedback Techniques for  
Better Employee Performance and Accountability

**aalrr**

*Atkinson, Andelson, Loya, Ruud & Romo*

# NEW FRISK® Education Edition

“Effective evaluators must know WHAT to say and HOW to frame the feedback message. Most employees are capable, willing and able to correct performance deficiencies, but have not received clear guidance. A few employees are indifferent, unwilling or unable to correct substandard performance and require formal documentation to motivate improvement and, if necessary, provide a legal basis for discipline. Too often, evaluators have not been trained to address either situation. The end result is that conscientious employees may fail due to inadequate feedback, while the few indifferent or incapable employees cannot be disciplined because of incomplete documentation. The objective of FRISK® is to increase an evaluator’s skills, knowledge and ability to address both issues.” **Steven Andelson, FRISK® Author/Partner, AALRR**

## FRISK® Handbook

The FRISK® handbook is a proven communication model designed to aid evaluators in addressing below-standard employee performance. It has been used since 1996 by school districts, county offices of education, professional management associations, universities, community and state colleges as an effective desktop resource and insightful learning tool. The handbook lays out, in clear and understandable language, the key communication elements necessary to promote positive change and, when necessary, support a legal basis for discipline.

### The New FRISK® Edition Includes:

- In-depth analysis and restructuring of the FRISK® communication components, including FRISK® skill tips, practical checklists and new examples.
- Clear, comprehensive review of progressive intervention strategies to foster and motivate performance improvement.
- New chapter on delivering the FRISK® message which focuses on the “art of changing behavior” in the workplace, using values-based behaviors, communication and cognitive skills to influence employee cooperation for change.
- New chapter on strategically planning FRISK® communications through multiple self-examining questions tied to committing, timing, setting, planning, and delivering the FRISK® message.
- New chapter on FRISK® templates and sample documents, including a document planning map.

# FRISK® Leadership Support Programs

## FRISK® Trainings

### Basic FRISK®

Focuses on the five communication elements of FRISK®. Key points, examples and scenarios are reviewed and discussed to emphasize the importance of each feedback element in addressing below-standard employee performance.

### Advanced FRISK®

Examines the FRISK® elements and progressive intervention techniques in greater depth. Participants are involved in writing FRISK® responses to hypothetical scenarios which are reviewed and analyzed in an open, interactive discussion.

### Validating the Facts Through Investigation (PROOF®)

Explores the investigatory process of validating facts. Basic standards relating to gathering facts, interviewing witnesses, and weighing credible evidence are reviewed and analyzed using examples and hypotheticals.

### Framing the FRISK® Message to Influence Change

Reviews strategies on HOW to deliver the FRISK® message to influence employee cooperation for change. Key communication skills and evaluator behaviors to support cooperative change are explored through interactive discussion and practice.

### Aligning FRISK® and Formal Evaluations

Reviews the relationship between FRISK® and formal evaluations. Techniques for integrating evaluation procedures and criteria with FRISK® documents are examined, using examples and scenarios to emphasize key points.

### Strategic Planning for Employee Dismissal

Explores strategies and procedural issues relating to meeting management's burden of proof in dismissing employees.

### Personal Coaching

Provides hands-on mentoring for evaluators by AALRR attorneys and experienced personnel administrators to increase effectiveness in addressing below-standard employee performance. Coaches will work with individual evaluators to build capacity and skills in handling challenging performance interventions.



# FRISK® Acknowledgements

- "FRISK® is an exceptional and easily adaptable resource for evaluators in navigating the complex steps of motivating change and supporting employee accountability. Every evaluator can benefit from the clear, thoughtful logic and simple application of the FRISK® handbook and training." *San Diego County Office of Education, CA*
- "The new chapter on Framing the FRISK® Message adds the valuable missing piece from most documentation models: knowing HOW to deliver feedback to influence positive change in employee performance. What a practical and extraordinary gift for evaluators!" *Marilyn Tabor, Leadership Consultant, Laguna Niguel, CA*
- "FRISK® allows HR professionals, principals and supervisors to go beyond theory to practical application of employee supervision and constructive documentation strategies to support positive change in employee performance." *Richland School District One, SC*
- "The FRISK® model is by far the most effective and efficient. It offers a simple, organized and practical approach that can be easily assimilated into an evaluator's repertoire of leadership tools." *San Jacinto Unified School District, CA*
- "As a non-profit human resources group affiliated with many Nevada public school districts and agencies within the Nevada Public Agency Insurance Pool & Compensation Trust, the FRISK® handbook and training program is a mainstay in our preventative training programs to assist managing risk and effectively addressing unsatisfactory employee performance." *POOL/PACT, NV*
- "FRISK® provides solid, practical information for our evaluators that support employee improvement and accountability." *Fresno Unified School District, CA*
- "No graduate course provides such a comprehensive but yet usable and efficient framework for addressing difficult personnel matters." *Woodridge School District 68, IL*
- "FRISK® is an extremely effective framework for evaluators in providing constructive feedback to change employee behavior and in creating legally defensible documentation." *San Bernardino City Unified School District, CA*
- "FRISK® provides one of the few keys that opens the door to improved performance." *Escondido Union High School District, CA*
- "The FRISK® handbook and training are essential tools and exceptional practical resources for supervisors and managers, which is why they have been integrated into our Leadership Academy offered to districts in our county." *Merced County Office of Education, CA*
- "The documentation process is often viewed as complex and overwhelming. The FRISK® model makes it seem simple and manageable." *Dayton Public Schools, OH*
- "FRISK® provides valuable and insightful information for supervisors in understanding both the proper content and how to best deliver the feedback message to gain employee cooperation for change." *Davis Joint Unified School District, CA*
- "The FRISK® model has provided our administrators with a proven roadmap for employee improvement and effective documentation." *Torrance Unified School District, CA*

**Please contact the AALRR Leadership Training Department at 562.653.3200 for any questions concerning the FRISK® program, book orders, or training.**