

8: Performance Conversation

'Brain-Friendly'



Performance Conversations



Why Attend?

Performance Appraisals are not one off yearly events....they are daily, ongoing process of informal conversations. Learn an effective approach to give work performance feedback that leads to better results. Everyone has the potential for greatness, but they must 'own the problem' before they 'create solutions'.

Who Should Attend?

For executives, managers, supervisors or anyone responsible for conducting performance feedback conversations with others.

Objectives

This workshop equips participants with the skills to:

- ❖ Successful preparation for performance conversations
- ❖ Creating collaborative conversation
- ❖ Shift employee thinking from 'threat' to 'reward'
- ❖ Assessing others objectively and fairly
- ❖ Helping individuals uncover improvement areas, take personal ownership of actions

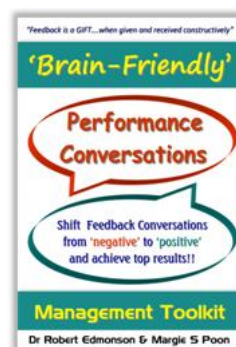
Giving Feedback Successfully

- Coaching, Collaborative, Feedforward approach
- Setting S.M.A.R.T.E.R. expectations
- Discussing Situation, Behaviors observed, Impact on company, team, clients
- Uncover gaps between expectations and performance...and why
- Understand staff personal motivators

Learning Highlights

Feedback Basics

- 4 Phase R.E.P.A. Model
- Feedback Types
- Value of Trust and Credibility
- Managers as Catalyst to success
- Preserving relationships
- Benefits of Feedback
- Why managers don't give regular feedback



Individual Behavioral Tendencies

- Understanding yourself and others thinking styles to adapt your approach
- Understand brain's reaction S.C.A.R.F. model and how to move it from 'negative' to 'positive' state

Personal Ownership to Success

- Empower employee to take personal ownership of problems to create their solutions to success
- Mutual agreement and action plan

Ongoing Conversations

- Ongoing conversations to maintain performance momentum
- Identify potential problems to avoid rather than fix