

Coaching



PERFORMANCE

@ Work

PERFORMANCE REVIEWS

Viewed as a Key Driver of Talent Development1

MANAGING PERFORMANCE

Meetings are Opportunity to Strengthen Team, Person by Person2

PERFORMANCE FEEDBACK = THREAT & FEAR

Employees Feel Threatened Before, During & After Conversations2

S.C.A.R.F. MODEL

Helps Managers Shift Employee Feelings from 'Threat' to 'Reward'2

10 STEPS TO SUCCESSFUL CONVERSATIONS

STEP 1: Prepare! Prepare! Prepare!4

STEP 2: Identify Personal Motivators4

STEP 3: Introduce Situation7

STEP 4: Ask, Listen & Learn8

STEP 5: Solution-Focused8

STEP 6: Existing or Potential Barriers9

STEP 7: Positive FeedForward9

STEP 8: Explore Potential Solutions10

STEP 9: Offer Advice - Storytelling11

STEP 10: Mutual Agreement12

STEP 11: Action Plan12

APPENDIX A: ASSESSMENT

- *Your Style@ Work*

APPENDIX B: ASSESSMENT

- *Team Style @ Work*

