

Managing Employee Performance Through Feedback and Coaching *The Performance Continuum Feedback Method®*

Do you feel uncomfortable discussing areas for improvement and development with employees? Are you concerned about what to say and how to keep the discussion positive and open? Do you stress over potential employee reactions to feedback and how you will manage adverse reactions?

When it comes to developing talent providing quality feedback is the most underutilized "tool" in any manager's toolkit. Because of the usual difficulties that go along with such discussions many managers avoid or mishandle this basic responsibility. *This session presents a new tool for creating hearable and "sayable" performance messages.*

Learn a proven solution that addresses an issue that almost every organization grapples with: managers who wait until employee performance issues escalate into persistent patterns that could have been more easily resolved with early-on feedback and redirection. From the employee's perspective, performance conversations initiated by their manager can come across as finger pointing, fault finding or disciplinary. Naturally, this causes most people to react defensively, leading to a confrontational exchange between manager and employee (yet another reason managers avoid addressing employee performance issues altogether!).

Attend this session to learn new skills for creating performance messages that reduce defensive reactions to feedback and are more likely to get the employee to acknowledge the area for development.

Who Should Attend: Feedback providers such as managers, supervisors, team and business leaders and HR professionals who are responsible for supporting managers to have performance discussions.

Course Length: 1 day

Student Materials: The PCFM tool and Participant Workbook with the right to reproduce the tool for use back on the job.





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Benefits

- Learn about and apply several tools and methodologies to remove the confusion around performance management and performance feedback; particularly when it comes to the more difficult to discuss behavior based issues.
- Discover a model that demonstrates how and when to use intervention techniques that quickly get an employee back on the right track (or realize when you you've waited too long and what to do about it).
- Learn a logical process that helps create non-punitive performance feedback.
- Learn to think and talk in terms of the desired performance as opposed to creating messages based on calling attention to performance deficiencies.
- Turn real-life, challenging performance scenarios (including participant examples) into constructive, accurate and honest messages.
- Gain the ability to communicate performance feedback that has a greater chance for a "you're right, I do need to work on this" employee response instead of a defensive reaction.

What You Will Learn

- Use a simple tool to accurately and quickly assess the overall employee performance levels of your entire team (in 5 minutes or less!)
- Determine if the root cause of a "performance issue" is within the employee's control or is related to a systematic or procedural factor outside of the employee's control.
- Try out a technique that helps uncover the most important performance information and set aside the extraneous.
- Find the right words to describe disruptive or unproductive behaviors.
- De-personalize tough messages by positioning the information alongside the business rationale for change and present feedback in a manner that minimizes awkwardness.
- Learn to recognize and manage the 10 most common reactions to feedback to keep the discussion headed in a positive direction.