

Motivate High Performers - Develop Middle Performers - Improve or Move Low Performers

6 Steps to delivering even the most difficult feedback with ease and confidence.

Managing employee performance is part of every manager's job. It can be a rewarding experience when you successfully motivate, develop and retain your staff.

However, engaging in difficult conversations with employees who struggle with some aspect of job performance can be one of the most challenging requirements of the job.

Most managers lack the skills to artfully craft and deliver difficult performance messages, so much so that many performance issues go unaddressed.

This experiential program helps managers to gain new skills to assess performance, create meaningful feedback, manage difficult discussions and engage, retain and develop middle and high performers. Participants learn a process to deliver 'hearable' messages that can be delivered back on the job.

You Will Learn

- 6 Steps to making delivering difficult feedback easier.
- 4 Steps for delivering high quality positive feedback.
- How to avoid the number one trap most managers fall into in performance conversations.
- The key to crafting 'sayable' and "hearable" performance messages with ease.
- Communicate feedback which has a greater chance for a favorable "you're right, I do need to work on this" employee response rather than the all too common defensive reaction.
- Use non-judgmental neutral language without watering down a difficult message.
- A plan to deliver critical performance messages which must take place in order to manage talent forward.
- The leadership behaviors that contribute to achieving a high performance team.

Agenda: Day 1

Diagnosing Performance Issues

- Accurately and quickly assess the performance levels of your team.
- Identify characteristics of High, Middle and Low Performers.
- Analyze the Performance of Your Team—identify key strengths and areas for development.
- Explore the impact of ignoring performance issues.

Crafting the Performance Message

- Find the right words to describe behavioral aspects of performance (interpersonal skills, tone, temperament, approach, motivation, etc.)
- Depersonalize tough messages by positioning the information alongside business rationale.
- Create messages designed to engage and retain mid-level and high performers.

Agenda: Day 2

Managing Performance Discussions

- Anticipate and respond effectively to employee reactions to feedback, including typical objections.
- Follow up to verbal agreements for change by translating feedback into written goals.

Re-recruiting High and Mid-Level Performers

- Design conversations to communicate positive feedback, check for engagement and identify development opportunities.
- Understand the impact that lingering underperforming employees have on this group.

Making it Work on the Job

- Create a surprisingly manageable action plan to set the stage for having performance discussions back on the job.

For More Information Contact:

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