

ENGAGE, RETAIN AND DEVELOP YOUR HIGH AND MID-LEVEL PERFORMERS

The Performance Continuum Feedback Method®



Employee Performance Solutions

THE CHALLENGE

When it comes to developing talent providing quality feedback is the most underutilized "tool" in any manager's toolkit. Most managers report they are too busy to provide feedback, develop their employees and set meaningful goals. Of particular note, most employees say they do not receive enough feedback from their boss, yet 4 out of 5 employees say recognition or praise motivates them to do a better job. In a nationwide survey by Gallup the majority of workers polled indicated receiving praise and recognition was more motivating than money. Sounds like a missed opportunity...

WHAT YOU CAN EXPECT FROM THIS WORKING SESSION Through this experiential program managers will gain new skills to assess employee performance, create and deliver meaningful feedback, confirm engagement and collaborate with your high and mid-level performers.

PROGRAM DETAILS

Manage Discussions to Engage, Retain and Develop Your Mid-Level Performers

- Identify your mid-level performers and employees with growth potential who could benefit from new assignments and project work.
- Identify and explore the one or two developmental opportunities with the highest payoff and craft the message in terms of desired performance as opposed to creating messages based on calling attention to performance deficiencies.
- Isolate key strengths and craft high impact positive feedback messages to motivate the employee to continue building on strengths and past success.
- Gain agreement on the area for development.
- Identify support and or training required to enable the employee to be successful in the agreed upon developmental area.
- Express commitment to the employee's professional development and discuss the one or two areas for focus and create SMART goals.
- Conclude discussions by reinforcing the employee's value to the organization by emphasizing commitment to their professional development and thanking them for their contributions.

Manage Discussions to Engage, Retain and Develop Your High Performers

- Identify your high performers
- Craft conversations designed to communicate their value, show appreciation for their work and gain their perspective on how things are going.
- Determine professional development aspirations of high performers and whether they are being met and if not how they can be met.
- Collaborate with your high performers to create developmental goals through challenging assignments designed to develop new skills and knowledge to prepare them for additional assignments or new positions within the organization.
- Translate areas for development into SMART goals.
- Conclude discussions by reinforcing the employee's value to the organization.

Understand the Impact of Underperformance

Understand the impact of ignoring underperforming employees in the work environment particularly with respect to retaining, motivating and increasing the number of high and mid-level performers.

Action Plan

The program will conclude with a specific and surprisingly manageable action plan to enable participants to follow through on scheduling and sequencing customized conversations with their employees at all performance levels and to set the stage with their team for the regular occurrence of performance feedback, coaching and goal setting.

WHO SHOULD ATTEND

Feedback providers and those responsible for employee development