

Accelerate and Simplify the Performance Evaluation Process

The Performance Continuum Feedback Method®

Most managers are able to assess and describe employee performance issues, but what can be difficult is communicating this information to the employee—in writing or through feedback. The underlying problem is the inability to translate what is known into effective wording and talking points that are honest yet non-threatening. During this working session you will apply the Performance Continuum Feedback Method® (PCFM®) to simplify and shorten the process of writing performance evaluations. The PCFM® is a proven methodology that will help you focus in on the one area that will increase the effectiveness of each of your employees *and* help you find the right words—even for subjective hard to explain (yet important) aspects of performance.

WHAT YOU CAN EXPECT DURING THIS WORKING SESSION...

Write Content

- Write meaningful content for up to three of your most challenging performance issues.
- Create the wording for the “one thing” that would make the greatest difference in the employee’s performance.
- Streamline your written messages.
- Translate behavioral issues into concrete measurable goals.

Capture the Most Important Information

- Isolate and confirm the most essential area(s) for performance improvement– the one or two items that are key to increased effectiveness.
- Identify behavioral issues requiring development (ie: tone, approach, style, motivation, interpersonal skills, etc.).
- Hone in on key performance strengths— recognizing what the employee does best.
- Bypass the tendency to write about non-essential information or water down difficult messages.

Write and Communicate to Avoid Defensive Reactions

- When addressing “weaknesses” learn to avoid writing about what is wrong– most people will react defensively.
- Learn a technique that will help you to think and write in terms of what you would like to have happen in place of a current problem area;
- Learn the trick for depersonalizing tough messages by positioning the information alongside the business rationale for change;
- Effectively address behavioral issues in a non-critical tone.

CRAFT MORE ROBUST POSITIVE FEEDBACK MESSAGES

- Motivate employees to do more of the same with a more thorough explanation of what they do well and the results of such performance.

MANAGE THE PERFORMANCE DISCUSSION

- Clearly communicate your support on developmental areas while at the same time making it clear that the employee is ultimately responsible for their performance objectives.
- Manage any adverse reactions to feedback.
- Involve the employee in goal setting.

“The tool and approach are concise, pragmatic and right to the point.”

-Mark Thompson
CEO, Boston Private Bank

This program is designed to help participants gain tools and skills to simplify and shorten the written evaluation process

