

OFFERINGS

EMPLOYEE PERFORMANCE SOLUTIONS



- We equip managers and employees with the essential tools and skills to elevate the quality and frequency of candid, productive conversations about performance, expectations, and potential.
- We've combined neuroscience, Appreciative Inquiry, and over 20 years of discoveries to develop simple, big-impact changes in communication between managers and employees.
- Program content, tools, and templates create a system of building trusting work relationships that drive productivity, engagement, and openness to two-way feedback.

HOW WE HELP

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- **MANAGER TRAINING**

Quickly develop the skills of your people leaders to provide performance-boosting feedback. Learn the essentials of analyzing performance, uncovering the highest impact area for development, and crafting non-threatening messages that can be heard and are comfortable to deliver.

- **EMPLOYEE TRAINING**

Show employees that you're invested in strengthening their relationships with their managers. Support them to actively take charge of their career, performance, and development. Participants will learn how to engage in career, growth planning, and performance conversations with their managers.

- **HR AND TALENT SUPPORT**

Through consulting, we support HR and Talent Management professionals to strategically modernize their performance management process. We specialize in helping organizations shift the time and energy spent reviewing past performance to the continuous performance management model.



Get in touch to learn more

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TRAINING AND CLIENT FEEDBACK

TRAINING AND CONSULTING TO SUPPORT MANAGERS, EXECUTIVES, EMPLOYEES, HR, AND TALENT PROFESSIONALS.



OUR TRAINING IS:



Experiential and Customized Workshops are focused, interactive, and matched to your organization's needs, existing initiatives, and culture.



Facilitated live virtually Real-time learning with activities, feedback, and peer interactions.



Quickly applied Providing the necessary skills and tools for immediate use.



Focused on small actions with big impact Uncomplicated and intuitive steps to engage in performance-boosting conversations.



Learn, Try and Apply Training is designed to introduce a concept, try and apply individually, discuss and share the experience in 1:1 and small group breakout rooms, and whole-group debriefs.



Ready to Implement Participants receive templates with instructions and assignments to apply the learnings into action.

PARTICIPANT FEEDBACK

- "No one teaches you what to say and how to say it when you become a manager. It's assumed that you're having the right conversations. I like this roadmap."
- "Excellent program because I'm walking away with some new tools to get constructive feedback on my terms."
- "This is a recipe for correcting problems in the right way —no more guesswork in what to say and how to say it."
- "Finding an active role for the employee to play during performance discussions makes a difference. I no longer feel like it's all on me to initiate feedback and direction. The 10-Minute convo makes the process collaborative and a shared partnership."
- "Very informative and inventive...easy ideas to apply that will help me be honest with my staff about performance tweaks in a way that doesn't kill their motivation."

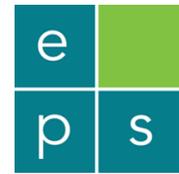


"We've been training our managers on this program for over eight years. As a state agency, we require annual performance reviews, but this program guarantees conversations happen throughout the year."



MANAGER TRAINING

DEVELOP YOUR PEOPLE MANAGERS



Quickly develop the skills of your organization's people leaders to provide performance-boosting feedback. Learn the essentials of analyzing performance to spot strengths and contributions. Uncover the highest impact area for development and craft non-threatening messages that can be heard and are comfortable to deliver.

CONVERSATIONS TO ACCELERATE EMPLOYEE PERFORMANCE AND POTENTIAL WORKSHOP



ASSESS PERFORMANCE

See performance as a combination of Work Results + Observed Behaviors/Actions – assess and track performance using a visual model. Use the information to plan for performance-changing conversations.



POSITIVE FEEDBACK

Master the 3-key steps to formulate insightful positive feedback. The formula for finding the right words is powerful and simple. The person on the receiving end gets a boost in confidence – with a whole new perspective on their strengths and positive impact.



COURSE-CORRECT OFF-TARGET PERFORMANCE

Use a five-part formula method to unravel and understand performance gaps. Recognize and minimize unfounded assumptions, judgments, and opinions to reduce bias. Sort through complex issues to uncover the one thing that would most significantly improve effectiveness. Once you've analyzed and named the gap, you're ready for the next step – finding the right words to convey the on-target performance.



KNOW WHAT TO SAY

Using our signature “turnaround method,” learn to reframe performance gaps into future-focused requests. Formulate the best possible wording to convey expectations with brain-friendly language that's direct, specific, and actionable. Understand why the human brain is hard-wired to push away “constructive criticism” – instead, select wording to give difficult feedback in a well-received way.



QUESTION-BASED FEEDBACK CONVERSATIONS

Use the 10-Minute Questions Conversation template – a framework that presents the perfect opportunity to easily share your perspective about the employee's positive contributions and impact – and how to be even more effective moving ahead. Listen to learn – improve collaboration and strengthen your relationships by tuning in to the topics and questions selected by the employee. Solicit upward feedback – understand what the employee appreciates about your support and how you can be more supportive moving ahead.

PARTICIPANT FEEDBACK

- “The reframing tool and ten pages of examples are key to creating development-focused feedback.”
- “The process gives me a way to distinguish between my judgments and perceptions to uncover real issues instead of making assumptions about a person's performance and motives.”
- “The most valuable part of the session was the systematic approach to identifying performance issues, what words to stay away from, and better wording to get the point across without demoralizing someone.”



EMPLOYEE TRAINING

DEVELOPMENT FOR EVERYONE



Show employees that you're invested in strengthening their relationships with their managers and actively helping them take charge of their career, performance, and development. Participants will learn how to engage in career, growth planning, and performance conversations with their managers. We suggest including a mix of manager and individual contributor participants to build trust, shared meaning, and understanding.

CONVERSATIONS TO ACCELERATE YOUR PERFORMANCE AND POTENTIAL WORKSHOP



CONVERSATIONS ABOUT YOUR CAREER PATHWAY

Apply a visual timeline to map the growth you've experienced over time. Use the Career Pattern to see "your career story" and share it with your manager. The model will help facilitate an authentic conversation about your career journey beyond your resume and LinkedIn profile. Your manager will learn more about your motivations, interests, and times when you experienced the most growth. Where do you see yourself going? What experience will help you continue growing? How can your manager help?



SELF-REFLECT ON YOUR PERFORMANCE AND POTENTIAL

Use the Employee Performance Continuum to understand performance as a combination of Work Results and Observed Behaviors/Actions. Reflect on your performance and how to accelerate your potential. Understand how your day-to-day actions and interactions connect with your organization's values. The model will facilitate a big-picture conversation about the next stage in your development. Where do you see yourself? Where does your manager see you? What will help you make even more progress?



QUESTION-BASED CONVERSATIONS TO CONNECT WITH YOUR MANAGER

Increase your sense of confidence and certainty about your performance and near-term priorities by asking for feedback. Learn the key to crafting questions that lead to the answers you want to hear. Make it easy and comfortable for your manager to share their perspective about your accomplishments, strengths, and how to be even more effective moving ahead. Use the skills and tools in this workshop to solicit ad-hoc feedback and use the 10-Minute Questions Conversation template to guide discussions with your manager.

PARTICIPANT FEEDBACK

- "Instead of assuming everything I'm doing is "fine" and banking on the fact that if I'm not meeting expectations, my manager will speak up, this system is so much more reassuring. After the first conversation with my boss, I was made aware of a strength I never saw in myself. I'm feeling more confident even though I'm new to the research analyst job."
- "This is the first time I've viewed performance as Results and Behavior, together. Breaking down performance into these two components will help me check my actions, not just deliverables."



ORGANIZATIONAL CHANGE

EVOLVE PERFORMANCE MANAGEMENT THROUGHOUT YOUR ORGANIZATION



Want to modernize performance management? Changing a form won't change the experience. Transitioning away from annual performance reviews to the continuous performance management process can feel overwhelming. Where do you start, and how do you get it right? EPS will partner with you. Our laser-focused consulting, training modules and resources help deploy a successful strategy customized to your organization's unique values and culture.

WE SUPPORT THE FOLLOWING INITIATIVES WITH THE COMBINED USE OF CONSULTING, TRAINING, TEMPLATES AND TRACKING TOOLS



REDESIGN PERFORMANCE MANAGEMENT

We'll work with you to design a program that meets the expectations of today's modern workforce. Our simple system, tailored to your organization, genuinely engages employees and adds to a positive, productive work culture – all while driving individual and organizational performance.

We'll help you assess and track performance without ratings, make pay decisions without annual reviews, incorporate organizational values, competencies, OKR's and individual goals tied to organizational objectives. Create a system to ensure managers and employees engage in productive performance conversations, determine conversation frequency, and position the initiative with branding and tailored communications.



CREATE A CULTURE OF PERFORMANCE DEVELOPMENT CONVERSATIONS

Elevate the quality and frequency of back-and-forth performance development dialogue with Manager and Employee training. Quickly develop the skills of your organization's people leaders to provide performance-boosting feedback. Accelerate the ability of individual contributors to engage in career, growth planning, and performance conversations with their managers.



ASSESS AND TRACK PERFORMANCE WITHOUT RATINGS

Learn how to use the Employee Performance Continuum visual model to create a richer and more precise understanding of performance effectiveness throughout your organization. Use a standard set of tools and shared vocabulary to accurately and consistently assess and track performance. Prepare managers to speak with greater clarity and confidence about an employee's current and planned/future performance. With our Team Plotting Process, incorporate the perspective of peer managers to expand points of view, and minimize bias. Identify employees who are ready for a new role or responsibilities.

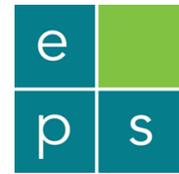


"We replaced annual reviews with a robust, conversation-based program with frequent and meaningful performance development conversations throughout the year. It's a co-owned employee/manager partnership using flexible conversation guides. The Employee Performance Continuum lets us measure performance improvements. Our CEO says it's best performance management program and process he's experienced."

Paula A. Cloghessy, Chief Human People Officer, Translate Bio



HR AND TALENT MANAGEMENT SUPPORT



PREPARE YOUR TEAM TO MODERNIZE PERFORMANCE MANAGEMENT



Want to develop the skills and knowledge of your HR and Talent Management team to increase the effectiveness of your performance management initiatives?

SUPPORT FOR HR AND TALENT MANAGEMENT

PERFORMANCE COACHING



Support managers to course-correct off-target performance. Build your skills as an HRBP, Employee Relations pro, or another supporting HR member to coach managers with difficult-to-address performance issues. With a shared vocabulary and standard set of tools, you'll reinforce your managers' skills learned in the Conversations to Accelerate Employee Performance and Potential training.

PREPARING TO SUPPORT YOUR NEW PERFORMANCE MANAGEMENT PROCESS



While the movement away from annual performance reviews and ratings is no longer a new concept, HR professionals are gaining new skills to support the organization's transition. Your program's success will largely hinge on establishing HR's supporting role.

Modern-day performance management is more strategic and dynamic than annual reviews and ratings. HR's role is anything but diminished. We can help get your team on board with the new strategies, establish roles and responsibilities, and provide training and support for your HR team as part of your program launch.

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“I use the Performance Continuum Feedback Method steps to coach managers through performance issues to ensure they understand the problem and have the right talking points. The steps are a real-time saver.”

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