



Business Skills

Managing, Supporting, and Guiding Employee Performance

2 Days

Employees are one of the company's most valuable assets. Therefore, it is imperative that employers know how to manage, support, and guide employee performance to gain the most value from this asset. Employees are not like inanimate equipment, they require more skill to evaluate and develop. This course helps managers prepare for a formal performance meeting and identify the value of the employee while working toward developing, supporting, and guiding the employee to reach their full potential.

WHO SHOULD ATTEND

This course is designed for employers who want to manage employee performance more effectively by understanding the performance appraisal process more fully, identifying coaching strategies, and maintaining and providing positive feedback and communication.

WHAT YOU WILL ACHIEVE

- Understand the importance of creating a performance management plan and the steps to establish the plan
- Identify the steps to conduct an effective performance-planning meeting, understand the process of providing feedback, identify types of coaching and documenting coaching and feedback efforts
- Effectively communicate the difference between the level of effort that equals "meets" (an employee that just does the job) and the level of effort that equals "exceeds" (an employee who goes above and beyond)
- Communicate and prevent the discrepancy between an employee's expectation and performance standards
- Communicate clearly and effectively, both verbally and nonverbally, and improve your listening skills
- Identify the focus of feedback, and give and receive feedback effectively; provide positive and constructive feedback, and monitor performance afterwards; identify communication styles; manage difficult feedback sessions; and identify when to avoid giving feedback.

WHAT YOU WILL LEARN

Unit 1: Planning for the Performance Meetings

Topic A: Formulating goals

Topic B: Getting alignment (train employees on the appraisal process: what to expect)

Topic C: Differentiating between goals and activities

Topic D: Characteristics of effective goals

Topic E: Four steps to accomplishing goals

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Unit 2: Motivation

Topic A: Theories of motivation

Topic B: Practical tips for motivating employees

Topic C: Fifty perfect phrases for motivating and rewarding employees

Unit 3: Monitoring Performance

Topic A: Observe and gather data

Topic B: Move from observation to discussion

Topic C: Be an active listener

Topic D: Ask the right questions

Topic E: Maintaining performance documentation

Unit 4: Closing Gaps and Improving Performance

Topic A: The basics of coaching

Topic B: Identifying coaching opportunities

Topic C: Discussion and agreement

Topic D: Responding to employee reactions

Topic E: Active coaching

Unit 5: Providing Feedback

Topic A: Communication styles and effective communication

Topic B: Improving results through feedback

Topic C: How to say it: Perfect phrases and strategies for performance reviews

Topic D: Giving and receiving feedback

Topic E: Positive and constructive feedback

Unit 6: Conducting the Formal Performance Appraisal

Topic A: How to get the review off to a good start

Topic B: Eight steps to effective appraisals

Topic C: How to get agreement to change or correct deficiencies

Topic B: How to wrap up the performance review

Unit 7: Employee Development

Topic A: Helping people grow their careers

Topic B: Applying some basic tips for employee development

Topic C: Planning for future success