

Giving an Effective Performance Review

This session will help managers/supervisors recognize the importance of their role during the performance review process. Participants will learn techniques to giving positive and constructive feedback effectively both during and after the review. They will also focus on motivating employees to action and understand the importance of developing an improvement plan.

Program Content:

Introduction

- Session Objectives
- Your Objectives
- When Performance Reviews Fail

How to Give Effective Feedback

- As a Supervisor/Manager
- Performance Management Cycle
- Characteristics of a Manager Who Enjoys Their Role

Coaching and Feedback

- How to be a Great Coach
- Giving Positive/Constructive Feedback

Communication and Feedback

- Effective Listening
- Showing Empathy
- Body Language – What are you “really” saying?
- Workshop

Conducting an Effective Performance Review

- What is a Performance Review?
- Setting the Stage
- Writing the Review
- Conducting the Review
- Pitfalls in the Review Meeting & How to Deal with Employee Reactions
- Other Pitfalls

Motivating Employees to Action

- Where Motivation Begins
- Developing a Follow-up Plan for Success

A Performance Review Checklist

- Checklist For Managers
- Practice and Planning

Facilitation: 1 day (1 Gold Seal Special Industry Course (SIC) Point)

