

# Performance Management Discussions



## OVERALL OBJECTIVE

The **Performance Management: Conducting Good Performance Discussions Workshop** aims to equip participants with the skills and knowledge required to provide effective performance feedback, hold effective performance planning, development, and review discussions, build relationships, and ensure top performance.

## OUTCOMES

The managers will learn how to:

- Keep the performance process going throughout the year from when objectives and responsibilities are set until the final review is conducted
- Overcome barriers to effective performance management
- Make effective use of the performance planning, development, and review tools available in the organization
- Generate and deliver a performance appraisal and/or feedback
- Use core communication skills when offering and receiving feedback, and correcting or enhancing performance
- Handle strong employee reactions
- Use review discussions as the base for planning to develop employees to their fullest potential
- Hold coaching dialogues
- Master both the technical (documentation forms, timing, etc.), as well as the interpersonal, aspects of planning and evaluating performance
- Write targeted and compelling performance goals
- Generate employee involvement in, and gain employee buy-in to, the performance management cycle

## CONTENT

- **The Performance Management Process**
  - Performance Management Process: Component Definitions
- **Establishing Parameters for Performance Planning and Development Discussions**
  - Having an Effective Performance Planning Discussion
  - Rules of Planning and Development Discussions
  - Thoughts on Performance Review Discussions
  - Concerns and Circles of Influence
- **Preparation for a Performance Planning Discussion**
  - Individual Performance Agreement: Prompts
- **Preparation for a Development Discussion**
  - Development Discussion Planning Sheet
  - Fill the Gap
  - Career Needs
  - Skills and Knowledge Preparation Worksheet
  - Professional Development Plan
  - Core Behaviors' Sheet
  - My Approach to Planning and Development Discussions
- **The Performance Planning Discussion Process**
- **The Development Discussion Process**
- **Establishing Parameters for Review Discussions**
  - The Importance of Having Effective Feedback & Appraisal Discussions
  - Rules Specific to Review Discussions
  - Focus of Review Discussions
  - Thoughts on Review Discussions
- **Preparation for Review Discussions**
  - Evaluating Performance Against Objectives, Responsibilities & Measurement
  - Evaluating the Core Behaviors
  - Assessing Job Development Needs
  - Dealing with Performance Problems
  - Dealing with Feedback Games

▪ **The Review Discussion Processes**

- Giving and Receiving Feedback: Some Rules
- The Formal Appraisal and Informal Feedback Discussion Processes
- Force Field Analysis and Consequences
- Feedback on How You Handle the Review Discussion Processes