



Performance Management Communication

A workshop for leaders to optimize associate performance through effective communication

In this **highly interactive and hands on program**, leaders will learn how to:

- Set clear agreements with associates
- Energize associates by delegating appropriately and effectively
- Coach associates to high performance
- Give effective feedback
- Focus on behavior, not attitude
- Recognize positive results
- Confront Performance Problems
- Deal with Upset Associates
- Handle Employee Excuses & Defensiveness
- Gain recommitment to high performance



Audience: **Leaders**

Length: **½ day to 2 days**

Format: **Activities, lecturettes, and skill practice**

Modules: **What is Leadership?**

- Leadership Icons: Activity
- Leaders vs. Boss
- Focus of a Leader

Letting Go and Delegating

- Challenges for Leaders in Letting Go: Activity
- The Basic of Delegating
- How to Choose the Right Level of Delegation
- Delegation Worksheet: Activity

Setting Expectations by Creating Agreements

- Why People Don't do what you Ask
- A Process to Agree on Goals
- Practice setting expectations: Activity

Coaching to High Performance

- What is Feedback
- 3 Keys to Effective Feedback
- The Power of Positive Reinforcement: Activity
- Giving Corrective Feedback
- The Ideal Conversation
- Practice Giving Corrective Feedback: Activity

Addressing Performance Problems

- Checklist for Confronting Performance Problems
- Challenges in Confronting
- Emotional Reactions to Confrontation
- Handling Defensiveness
- Listening Saves the Day: Activity
- Addressing Excuses
- Practice Confronting Performance Problems: Activity

Options: **Reminder Cards and Tailoring Available**

