

Let's talk. The manager's guide to leading skilled and confident performance discussions

'More than anything I don't like giving performance appraisals'. Face-to-face discussions about performance are considered to be one of a manager's most dreaded responsibilities.



Fears such as 'how can I talk about improvement areas without it becoming an argument?' and 'what does motivation mean that I should actually **do**?' mean that performance discussions are either tense and overly-formal affairs or, in some cases, don't happen at all.

Yet the skills are easy to learn and are a 'must-have' for every organisation. The performance discussion is the engine that drives results, focusing attention and motivating everyone's efforts towards achieving company goals.

Let's talk shows you how to have effective conversations about performance. It covers what great performance leaders do and develops the skills you need not only to feel confident but that make a real difference to your staff.

Learn how you can:

- Create an environment where people feel really engaged
- Give high impact real-time feedback – including 'bad news'
- Use 5 essential steps to avoid conflict when discussing under-performance
- Promote ownership and responsibility
- Get best value from year-end reviews



If a leader can't get a message across clearly and motivate others to act on it, then having a message doesn't even matter.

Gilbert Amelio, President and CEO of National Semiconductor Corp.



How is this programme different?

It explores real issues. The programme uses real-life situations that you face day to day – bring the actual problems you face at work and practise how to address these in a confidential environment.

It covers unique skills. Learn the 5 step CEDAR™ process to guide you confidently through feedback discussions.

It works. Used in more than 60 countries by thousands of managers, these skills have been shown to make a real difference.

'An exceptional programme'

'Great focus on practical day-to-day skills needed'

'Without these skills having a good process means nothing'

Workshop outline

Depending on your needs, a typical programme would cover:

Understanding performance

- Five things that great performance leaders do
- Dispelling a few myths....

Supporting high performers

- Why it's essential to focus on strengths
- How to set goals with high performers

Managing under-performers

- Why people underperform
- How to give negative feedback positively

Giving feedback

- How to give high-impact real-time feedback
- How to handle difficult discussions

The annual appraisal

Covering:

- getting the right balance: the role of the performance leader and employee
- How to start and end the meeting
- How to handle difficult reactions

'My career'

- Skills for discussing career development

Tailoring the programme to meet specific needs

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Workshops range from a one day face-to-face skill building workshop through to a modular intervention over a number of weeks.

A half-day overview can be developed to fit within conferences if required.

Follow up coaching, usually by telephone, is also available.

Related programmes for staff

My Performance: Getting the most from my performance discussions

The ability to manage your own performance effectively is critical to your success.

This one day workshop covers how to:

- Identify your personal strengths and how to make the most of them
- Contribute to effective goal setting with your performance manager
- Know how to explore feedback to help you progress
- Get the maximum benefit from performance review discussions

Contact us for further information

Please get in touch if you would like to discuss this programme or just to talk to us about issues that you face.

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