



Leadership and Management Development Series Performance Management

Summary

Based on the book, *Positive Discipline: How to Resolve Tough Performance Problems Quickly and Effectively*, the program presents a five-step process for managing both good performance and correcting negative performance. Specifically:

1. **Identify the Performance Issue:** the gap between the actual & desired performance/behavior.
2. **Analyze the Problem's Severity:** determine the impact and consequences of the behavior if not corrected.
3. **Discuss the Performance Issue:** talk to the employee and gain their agreement on a solution.
4. **Document the Discussion:** including the history of the problem and what was said and agreed upon.
5. **Follow-up to Monitor Results:** recognize improvements, or take action if the problem hasn't resolved.
6. **Coach and Reward:** look for opportunities to coach employees and reward them for good performance.

Managing performance is achievable when supervisors and managers have the right training to set goals, observe and measure performance, provide feedback and corrective action and reward good performance. This program teaches participants that confronting unacceptable employee behavior or conducting performance appraisals does not have to be punitive in nature. Rather, performance management provides an opportunity to use strategic performance discussions as a tool for developing employees and achieving your goals.

Who Should Attend

Managers and supervisors.

Workshop Objectives

This highly effective workshop teaches managers and supervisors how to prepare for an employee performance review and performance improvement discussion, manage the discussion appropriately (and legally), place ownership of the problem's resolution with the employee and get the desired outcome without losing employee commitment.

Managers will learn how to:

- Identify, measure and address both acceptable and unacceptable behavior and handle performance problems
- Uncover workable solutions that both parties can agree to
- Promote employee accountability to improve performance and the situation

Structure

This one-day workshop features video-based training and experiential learning activities for the participants. The video vignettes are set in different work environments and feature three different performance issues. Accompanying workshop materials include role-play activities, job aids (such as a Performance Conversation Planner) and action planning.