

## Giving Performance Reviews

### Program Overview

As a manager you must constructively provide annual or semiannual feedback to your direct reports in the form of a Performance Review. Whether it is an easy or difficult message, you must have the proper tools to deliver effective and constructive feedback. This program will provide you with the opportunity to give and receive feedback and to learn the dos and don'ts of this important communication skill.

We are experts in how adults learn. In addition to traditional classroom teaching methods, our program is highly interactive. It includes videos to reinforce the classroom materials plus experiential learning exercises and discussions.

### Program Length

Full and half day program (Note: We will integrate your company's Performance Review Process into this program where appropriate.)

### Program Objectives

This program will provide you with the opportunity to examine and understand your company's formal performance review process and to understand the importance of proper documentation. You will learn conflict resolution strategies and techniques of effective communication when you are providing formal feedback. You will understand the importance of the performance review system for management, your direct reports, and the organization.

### Program Content

1. The Importance of Performance Feedback
2. Optional - Understanding your company's processes and forms.
3. Creating a Motivational Climate and Shaping Performance Expectations
4. Observing Performance and Giving Feedback
5. Listening and Communication Skills
6. Providing Effective Feedback – the Process
7. Managing and Resolving Conflict
8. Setting and Managing Goals
9. Proper Documentation of Feedback
10. Application Exercises and Practice