

Conducting Effective Performance Reviews

OVERVIEW:

To get extraordinary things done in organizations, today's leaders have to enable others to act. Effective leaders foster collaboration and trust. They make it possible for others to do good work. **Conducting Effective Performance Reviews** builds managers' confidence and competence to leverage their employees' every day performance by conducting a constructive performance review meeting. This interactive workshop eliminates the stress and uncertainty of the performance review process; and teaches managers how to facilitate a performance review so they can develop confident, motivated, committed and productive employees. This workshop is based on the book, The Essential Performance Review Handbook, by Sharon Armstrong, Career Press, 2010.

OBJECTIVES:

As a result of participating in **Conducting Effective Performance Reviews**, managers will:

- develop an understanding of how performance management can motivate and de-motivate employees & affect their productivity.
- explore the key components to preparing for an effective review.
- identify and practice key skills related to conducting an effective review.
- create a personal action plan for applying key learnings.

TIMING: Can be delivered in a half day or full day format

OUTLINE:

1. Opening

- The relationship between performance management and performance reviews
- Visions of past reviews
- Benefits of performance reviews
- Assessing your performance review skills

2. Preparing for an Effective Review

- "Year round", "just prior" and "the day of"
- Tapping into what motivates your employees
- Motivational benchmarks
- Establishing SMART Goals
- Expectation essentials

3. Conducting the Performance Review

- Conversation starters
- Communication considerations
- Effective listening
- Listening barriers
- Using probing questions
- Delivering feedback
- Handling challenges

4. Wrapping up the Discussion

- Closing with an "eye towards the future"
- Asking for feedback
- Highlighting the positive
- Next steps

5. Closing

- Blueprint for positive reviews
- Reflection
- Action Planning

