



Providing Performance Feedback

"I never seem to make the time to prepare for and conduct formal feedback sessions with my team members even though I know it's important to compliment good performance and address performance issues. Maybe it's because I just hate being the bad guy and my team members seem to get very little out of the process. There's got to be a better way for me to do it."

Impact

Managers and team leaders will be able to:

Base assessments on facts and behavior.

Assess performance.

Use positive feedback to motivate team members.

Gain team member participation in assessment.

Gain team member agreement with the assessment.

Gain team member commitment to the change needed to improve performance.

We all want to know how we're doing. Even though we constantly self-evaluate our performance, we really can't improve at our job unless someone else takes the time to point out the strengths and weaknesses in our work. Leaders, managers, and supervisors have the responsibility to put in place a performance feedback process that will help improve performance and maintain good team relations.

For the performance feedback process to work successfully, it must be collaborative. If it is, both parties in a session have the capability to agree upon the problem, identify possible solutions, and agree on a plan for improvement. The final step will be mutual commitment to the agreed-upon change. Properly implemented, the performance feedback process leaves no bad feelings generated or experienced on either side of the discussion.

Our experience has proven that this fair and fact-based collaborative model for feedback sessions is the best way to lower the pain and improve the gain from a challenging but important part of every manager's role. Because **Providing Performance Feedback** is collaborative, team members intuitively agree to the process and give their full commitment to its success.

For over 20 years, we've helped thousands of organizations equip supervisors, managers and leaders with the tools they need to successfully lead their teams. Our experience and much research has proven that the leadership skills of one's immediate boss can determine not only whether an individual stays with an organization but also how much that individual contributes to the organization's success.

Providing Performance Feedback (PPF) provides the tools required to help the team members adjust their performance. With its focus on logical processes and reasonable commitments, PPF can help even experienced managers learn the skills necessary to jointly evaluate and collaboratively improve performance more effectively. Using the PPF process with their team members, managers demonstrate their commitment to an open and consistent performance improvement process.

Program Description

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Providing Performance Feedback helps managers learn a systematic, fact-based approach to performance improvement through quality feedback. Throughout the workshop, they will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Participants leave with implementations tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The 4-5 hour workshop is designed for 6-15 participants and includes the following:

Course Materials

Facilitator Guide

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.
- Facilitator Resource CD-Rom containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.

Participant Workbook

- Exercises, forms, skill practice aids, and a video synopsis.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card providing a handy reminder of the workshop's skill points.

Video (DVD or VHS Format)

- Introduction followed by a scenario displaying positive use of the three skill points discussed in the program.
- Video segments focusing on modeling positive behaviors for skill practices.
- Scenarios in both office and industrial settings.

About our Publisher



Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders and front-line managers for over 20 years. The Vital Learning Leadership Series offers the most comprehensive and practical curriculum for building the management skill set required by 21st century managers.

Our customers tell us that this training really works because it enables the changes in management behavior that drive improved business results. We can help you take the first step toward creating successful managers and more productive and profitable teams.

About Professional Development Associates

Professional Development Associates has consultants, facilitators and trainers throughout the country to meet your needs, most with more than 20 years of experience in delivering high-quality training and providing a full range of professional OD/training services.

We have built our business by ensuring our clients receive the best value...the elusive "Best Bang for the Buck" services and products available...period. Our trainers make the programs come alive...and we can help your trainers do the same thing. We provide you with world-class materials or training or trainers (or all three) which will maximize measurable changes in behavior. And we "walk the talk" with superb customer service.

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