

# Providing Candid and Constructive Performance Feedback

Feedback is a critical step in the performance review process. Feedback can reward good work, provide a catalyst to improve performance, and answer each employee's question of "How am I doing." Without giving others feedback, we can unintentionally sanction poor behavior, stifle an individual's ability to develop, and project a negative self-image.

Feedback is an invitation for an employee to change. This invitation must be delivered in a professional manner accompanied by specific action and positive support. Our one-day Performance Feedback workshop will teach

executives the necessary principles, tips, and techniques for effectively delivering feedback and achieving results.

Skilled facilitators guides each executive through a three-step performance feedback process, helping his or her people learn how to translate feedback into goals and then into improved performance. The workshop is ideally suited for 15-25 executives, and it can also be customized for one-on-one executive coaching. The work is intense. The instructors superb. The environment supportive. And the results...outstanding. Join us.

### Goals of the Workshop:

- Effectively deliver constructive performance feedback
- Improve the performance of your people
- Create a culture of open communication
- Increase the overall performance of your business unit
- Win the support of employees

### Instructional methods include:

- Peer feedback
- Self-assessment
- Focused Instruction
- Interactive exercises
- Job-specific content
- One-on-one coaching
- Real-world skills practice

### Learn how to:

- Professionally call attention to poor work or problem behavior
- Reward good work and exemplary performance
- Effectively coach an underperforming employee
- Set specific and realistic goals with each employee
- Provide positive encouragement to ensure behavior change
- Know when to deliver formal (written) or unofficial (verbal) feedback
- Constructively address ongoing performance problems
- Project an approachable image
- Effectively receive negative feedback
- Avoid common feedback pitfalls
- Motivate employees by building on their strengths

## Building high-performance executive capability.



## Workshop Agenda

### MORNING

- 8:00-8:30 Welcome, purpose, objectives, expectations
- 8:30-10:00 Building a performance-driven culture
- The performance challenge
  - Getting our minds right about performance feedback
  - Constructive performance feedback: The case for change
  - Constructive performance feedback defined
  - Foundation principles
  - Differentiating constructive performance feedback
- 10:00-10:30 Break
- 10:30-12:00 Corrective Feedback
- Purpose
  - Differentiators
  - Derailers
  - Key Actions
  - Skills Practice
- 12:00-1:00 Lunch

### AFTERNOON

- 1:00-2:30 Developmental Feedback
- Purpose
  - Differentiators
  - Derailers
  - Key Actions
  - Skills Practice
- 2:30-3:00 Break
- 3:00-4:30 Reinforcing Feedback
- Purpose
  - Differentiators
  - Derailers
  - Key Actions
  - Skills Practice
- 4:30-5:00 Wrap-up
- Individual action planning/next steps
  - Evaluation

This workshop will be developed specifically for your organization's executives and managers. It is designed to be a rigorous but practical application of the critical concepts, tools and skills pertaining to performance feedback. Its principle learning methods are relevant dialogue and discovery, skills practice and action planning, all with a view toward helping drive greater performance and results for your organization.