



# GIVING PERFORMANCE FEEDBACK



## Program Summary

Giving performance feedback is an essential part of the role of a manager. Yet all too often managers avoid this tricky part of their role. The consequences are that people continue to behave and perform in ways that are detrimental to the successful and harmonious operation of the team. It is hoped this program will provide the motivation and process for having difficult conversations that result in improved performance and behavioural outcomes.



## Program Objectives

- Understand the neurobiological reasons for avoiding difficult conversations about performance.
- Prepare your mindset for having a potentially difficult conversation about performance.
- Set your intentions and start the conversation off positively.
- Prepare for giving performance feedback by gathering facts and observations.
- Use the right language to get your message across clearly and constructively.
- Avoid pointless arguments that arise from differences of opinion.
- Handle deflection tactics like defensiveness, justifications, blame and going off-track with ease.
- Handle intense emotional responses such as crying or shouting.
- Deliver feedback to those with little insight and self-awareness
- Keep the focus on the behaviour without making yourself the issue.
- Learn the 4-step giving feedback process.
- Practice the 4-step giving feedback process with real workplace scenarios.



## PARTICIPANTS

- Managers
- Directors
- Key Influences
- Project Managers
- HR Teams

## LENGTH

Half Day

## TOPICS

- Neurobiology
- Difficult Conversations
- Intentions
- Facts & Observations
- Language
- 4-Step Feedback Model