

# CONSTRUCTIVE CONVERSATIONS



## Overview

This Virtual Instructor Led Training (VILT) is designed for managers and supervisors who need to effectively manage performance remotely and have crucial conversations to ensure employee engagement & productivity. This session will cover some of the fundamentals for effective performance management including delivering timely feedback & conducting coaching conversations.

|                       |   |
|-----------------------|---|
| <b>Purpose</b>        | To enable managers to successfully manage staff performance when leading remote teams or individuals  |
| <b>Key Objectives</b> | <ul style="list-style-type: none"><li>• To effectively manage performance in a virtual world</li><li>• To provide timely &amp; effective feedback</li><li>• To develop others with conversational coaching</li></ul>  |
| <b>Content</b>        | <ul style="list-style-type: none"><li>• Identify how remote performance management may differ from face to face</li><li>• Highlight potential performance management issues &amp; concerns</li><li>• Psychological tips for successful performance management</li><li>• Checking assumptions, reviewing delegation &amp; managing the chimp</li><li>• Reading others when managing remotely</li><li>• Importance of regular 1-2-1s to engage staff &amp; avoid performance issues</li><li>• Benefits &amp; barriers of providing effective feedback</li><li>• Types of feedback &amp; their purpose</li><li>• Top tips for providing constructive feedback</li><li>• Using the AID model to deliver reinforcing and developmental feedback</li><li>• Developing others with conversation coaching</li><li>• Using a coaching approach in performance 1-2-1s to set SMART objectives</li></ul> |
| <b>Logistics</b>      | Each session is 2 hours in duration & will be an interactive session, with breakout rooms and full audience participation. Participants will need to join 5-10 mins before scheduled start time and will need, webcam & microphone on a laptop or mobile device. The session will be run in Zoom and a PDF of all slides & tips will be made available following the session.   |

