

Constructive Performance Conversations

Overview

Without regular performance conversations, staff can be left feeling disengaged and lacking direction, this course will provide managers with specific tools and techniques to confidently conduct performance conversations without the need for HR intervention. Covering some of the key communication skills needed for success, this interactive session will encourage managers to celebrate their staff's successes as well as providing constructive & timely developmental feedback. If done regularly, these conversations can create stronger working relationships, encourage more ownership & autonomy, and ultimately increase performance, enabling the manager to become an effective performance coach, creating an open, transparent and constructive workplace.

Purpose	To provide managers with the tools & confidence to conduct constructive performance conversations
Key Objectives	<ul style="list-style-type: none">• To recognise the importance of conducting constructive performance conversations• To develop supporting skills to prepare for & deliver reinforcing & developmental feedback• To use coaching questions to help improve performance & develop others
Content	<ul style="list-style-type: none">• Purpose & importance of conducting performance conversations• Identify the barriers to conducting performance conversations• Using a simple 1-2-1 framework as the basis for performance conversations• Consider how best to conduct those conversations when managing remotely• Top tips for delivering impactful feedback Using the AID model to deliver reinforcing and developmental feedback• Psychological tips for preparing for feedback conversations: checking assumptions, managing emotions & using the right language• Acknowledging emotional responses with the agreement frame• Demonstrating appropriate empathy & seeking to understand when faced with push-back• Using the GROW model as the coaching framework to gain buy-in to performance solutions
Logistics	Sessions are interactive & require full audience participation. Participants will need a webcam & microphone on a laptop or mobile device. The session will be run in Zoom (or equivalent platform) and a PDF of all slides will be made available following the session.

