

# 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. Because they are fully aware of the performance level required of their team members, managers have the responsibility to put in place a 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 will see the situation from the same point of view and agree on what needs 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.

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For over 20 years, Vital Learning’s Supervision Series has helped thousands of organizations equip managers with the tools needed to succeed with their teams. We know that managers who don’t have the skills required to lead will have a negative impact well beyond their work teams. In fact, their failure can limit the success of an entire organization.

The management skill level of first-line managers affects team-member retention, overall productivity, and even profitability. *The relationship between team leader and team member is critical to the success of an organization.* Agreement on what’s working and what’s not followed by consensus on improvements needed and the commitment required to implement them is an important part of that relationship.

**Providing Performance Feedback (PPF)** provides the tools required to adjust individual performance. With its focus on logical processes and reasonable commitments, PPF can help even experienced managers evaluate and 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

**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. Managers 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 6-18 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**

- 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 Vital Learning

Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders and front-line managers for over 20 years. We offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

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

**Providing Performance Feedback\*** participants have also benefited from these other Vital Learning programs:

- *Developing Performance Goals and Standards\**
- *Coaching Job Skills\**
- *Delegating\**

\* Available in Classroom, Web-based, and Blended Solutions.