



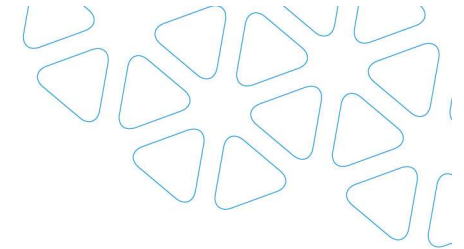
PERFORMANCE MANAGEMENT

Critical Elements of Providing
Performance Feedback (CEPPF)

Presented by: Ephra Graham

7/16/2019



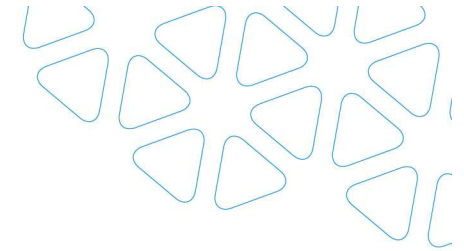


Performance Management

Curriculum Overview

- **Course #1: Critical Elements of Providing Performance Feedback (CEPPF)**
- **Course #2: Writing Effective Performance Reviews (WEPR)**
- **Course #3: Goal-Setting and Follow-Up (GSF)**
- **Course #4: The Art of Having Difficult Conversations (AHDC - Advanced)**

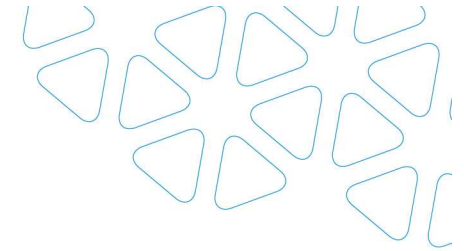




Getting Started

Training Day Schedule (CEPPF)

- Welcome & Introductions
- **Lesson 1: The Why, What, and How of Performance Feedback** (60 minutes)
 - Knowledge Check & Debrief
- **BREAK** (15 mins)
- **Lesson 2: The Art of Having Difficult Conversations (Introduction)** (60 minutes)
 - Roleplay Activity
 - Group Discussion/Debrief
- **LUNCH** (1 hr)
- Review: Lessons 1 and 2 (10 minutes)
- **Lesson 3: Performance Feedback Tools and Resources** (40 minutes)
 - Knowledge Check & Debrief
- End-of-Training Evaluations



Getting Started

Housekeeping

- The “Parking Lot”
- Instructional Tools and Resources:
 - Participant Handbook
 - Student Support Tools/Resources
 - Access to Training Session Recordings
 - Post-Training Resources
- Breaks (restrooms; snack room)
- End-of-Training Evaluations

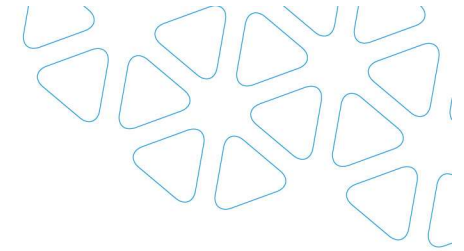


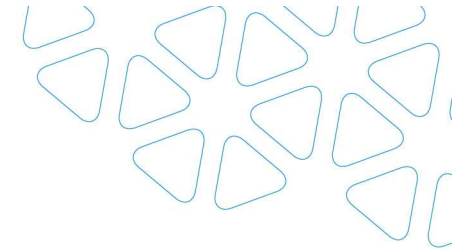
Introductions

Let's hear from you!



- Your name
- How long you've been a TEKsystems employee
- Leadership or people management experience
- The **ONE** thing that terrifies you the most about conducting performance reviews.
- Favorite ice cream!





Course Objectives

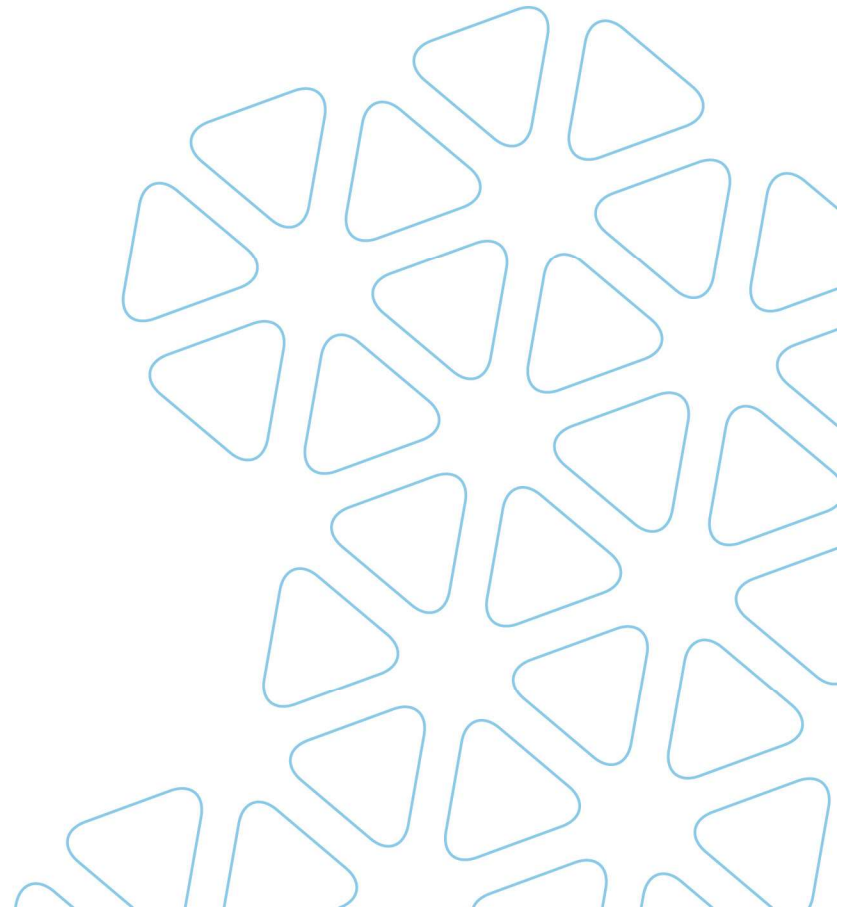
At the end of this course, you will be able to...

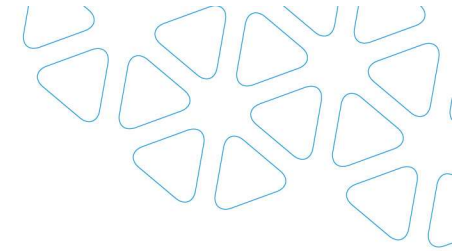
- Explain the benefits of an effective performance feedback process
- Describe common performance feedback mistakes and how to avoid them
- Identify effective strategies for having difficult conversations
- Identify the top five tips for navigating performance review sessions
- Locate TEKsystems-approved performance feedback tools and resources



LESSON 1

The Why, What, and How of Performance
Feedback





Lesson Objectives

At the end of this lesson, you will be able to...

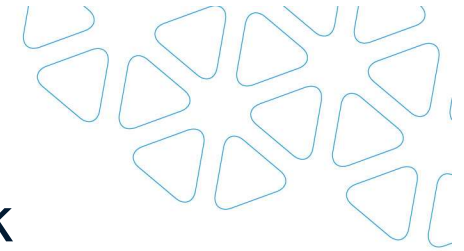
- Explain the benefit of an effective performance feedback process
- Give examples of how performance data collection informs business decisions
- Describe common performance feedback mistakes and how to avoid them
- Identify the top five tips for navigating performance review sessions



THE “WHY”

Performance Feedback Process



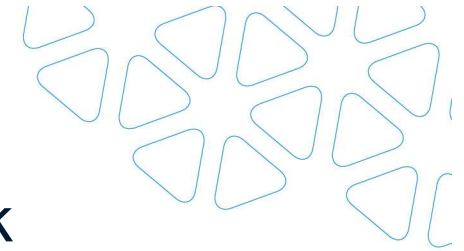


Key Benefits of Effective Performance Feedback

The Organization



- Data Collection
- Business Decisions
 - Compensation
 - Succession Planning
 - Workforce Adjustments



Key Benefits of Effective Performance Feedback

The Employee

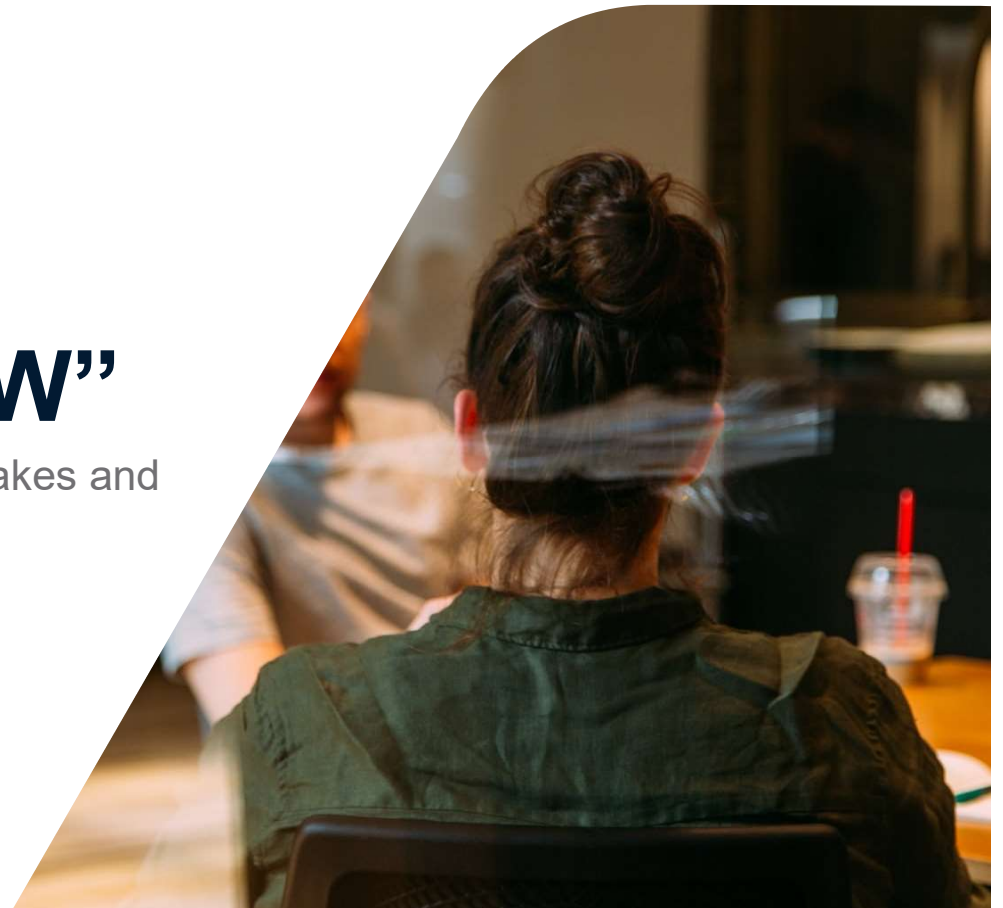


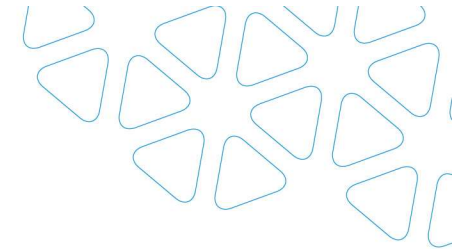
- Expectation Management
- Professional Development (Growth Path Planning)
- Personal Growth & Development



“WHAT” & “HOW”

Common Performance Feedback Mistakes and
How to Avoid Them

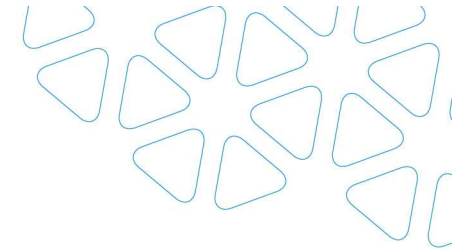




DO's and DON'Ts of Performance Reviews

Common Mistakes	Solution
<ul style="list-style-type: none">• One-way, top-down process• Boss = judge and jury	<ul style="list-style-type: none">• Two-way process or...• 360-degree system (peer and self reviews)

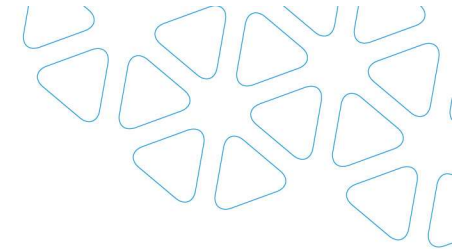
* Reference: American Management Association



DO's and DON'Ts of Performance Reviews

Common Mistakes	Solution
Employees receive little or no advance notice of their “Judgment Day.”	Schedule performance reviews well in advance.

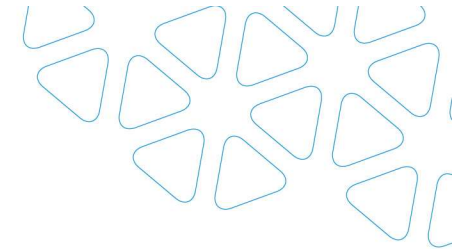
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DO's and DON'Ts of Performance Reviews

Common Mistakes	Solution
<ul style="list-style-type: none">• Providing vague feedback• Assigning arbitrary numerical “grades”	Provide well documented performance feedback

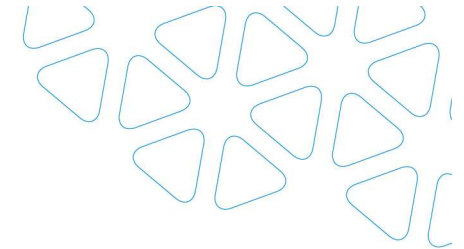
* Reference: American Management Association



DO's and DON'Ts of Performance Reviews

Common Mistakes	Solution
Focus is on employee TRAITS , rather than BEHAVIORS and RESULTS	Keep your evaluation focused on observable BEHAVIORS and RESULTS

* Reference: American Management Association



DO's and DON'Ts of Performance Reviews

Common Mistakes	Solution
No follow-up action plan	Create an action plan

* Reference: American Management Association

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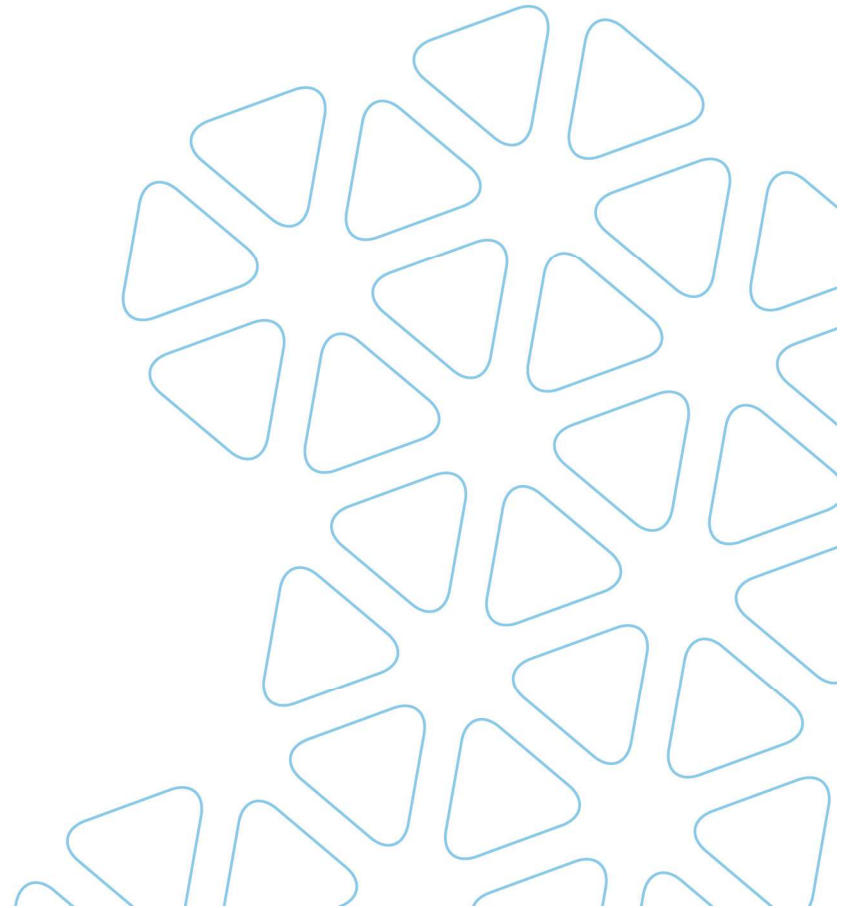
PERFORMANCE FEEDBACK

**TOP 5 TIPS FOR NAVIGATING
PERFORMANCE REVIEW SESSIONS**



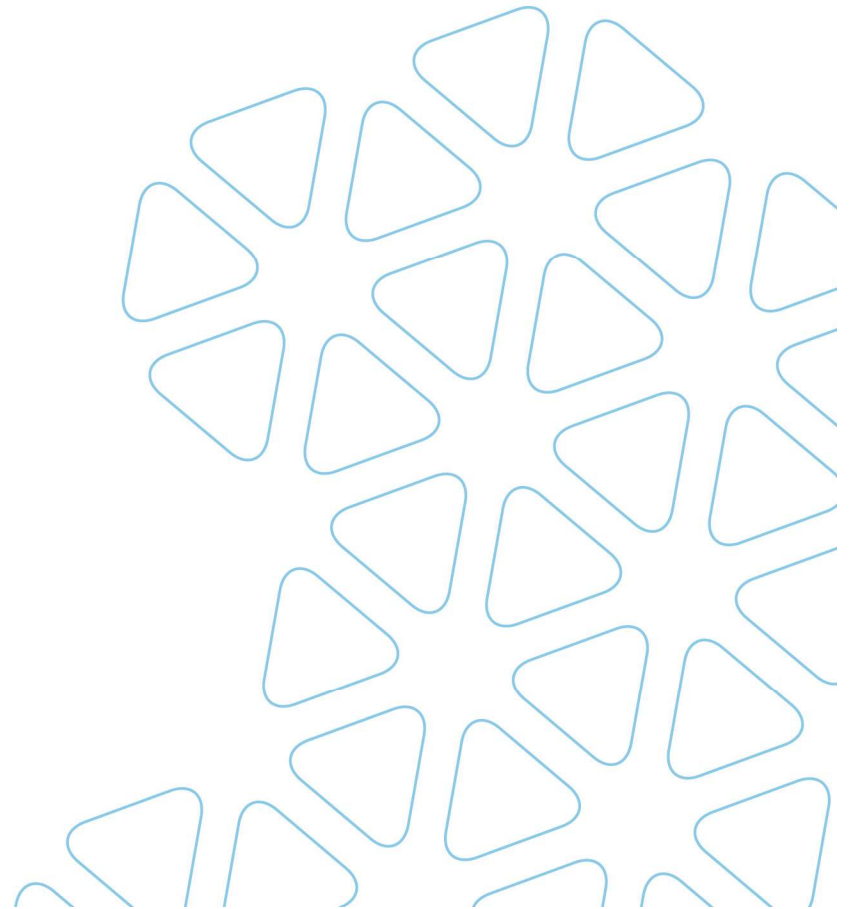
KNOWLEDGE CHECK

Lesson 1



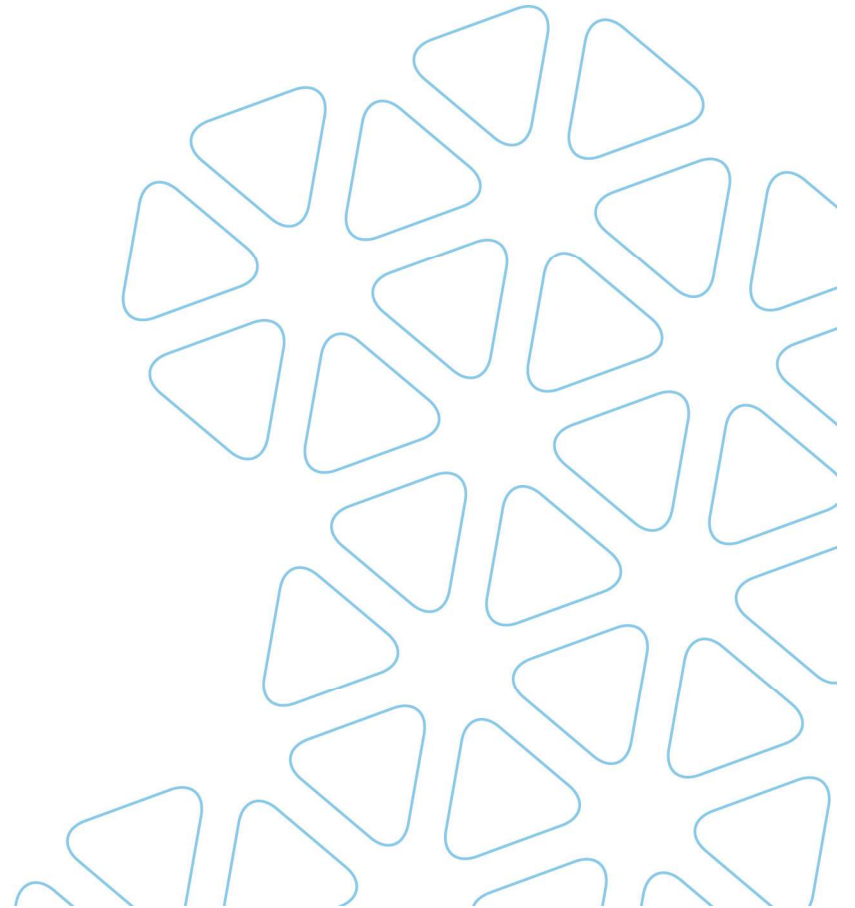
QUESTION #1

What are benefits of effective performance feedback?



QUESTION #2

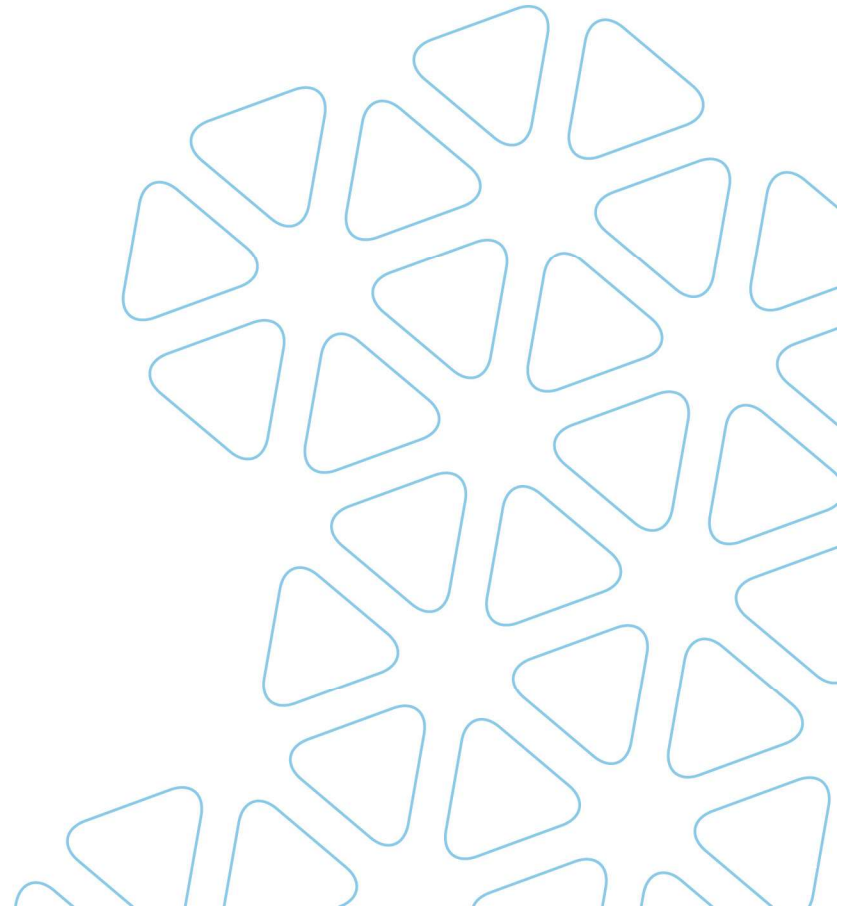
What are common performance feedback mistakes? (Explain how to avoid them)





QUESTION #3

What are the top 5 tips for navigating performance review sessions?





DEBRIEF

Lesson 1





BREAK!

Back in 15 minutes

