



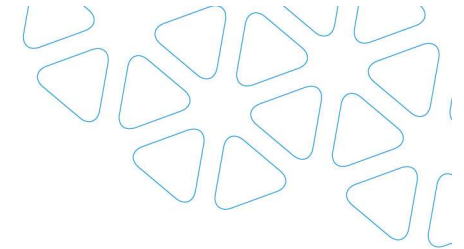
# PERFORMANCE MANAGEMENT

Critical Elements of Providing  
Performance Feedback (CEPPF)

Presented by: Ephra Graham

7/16/2019



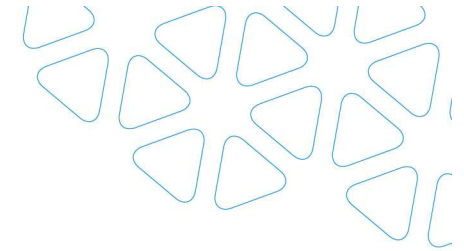


# Performance Management

## 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)**

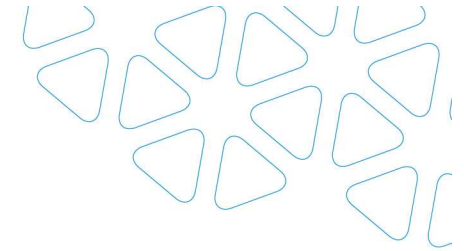




# Getting Started

## Training Day Schedule (CEPPF)

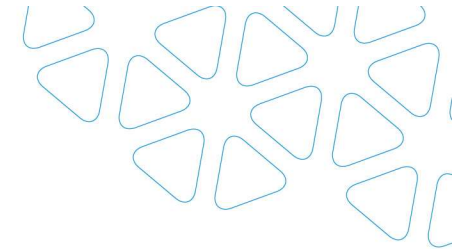
- Welcome & Introductions
- **Lesson 1: The Why, What, and How of Performance Feedback** (60 minutes)
  - Knowledge Check & Debrief
- **BREAK** (15 mins)
- **Lesson 2: The Art of Having Difficult Conversations (Introduction)** (60 minutes)
  - Roleplay Activity
  - Group Discussion/Debrief
- **LUNCH** (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



## Course Objectives

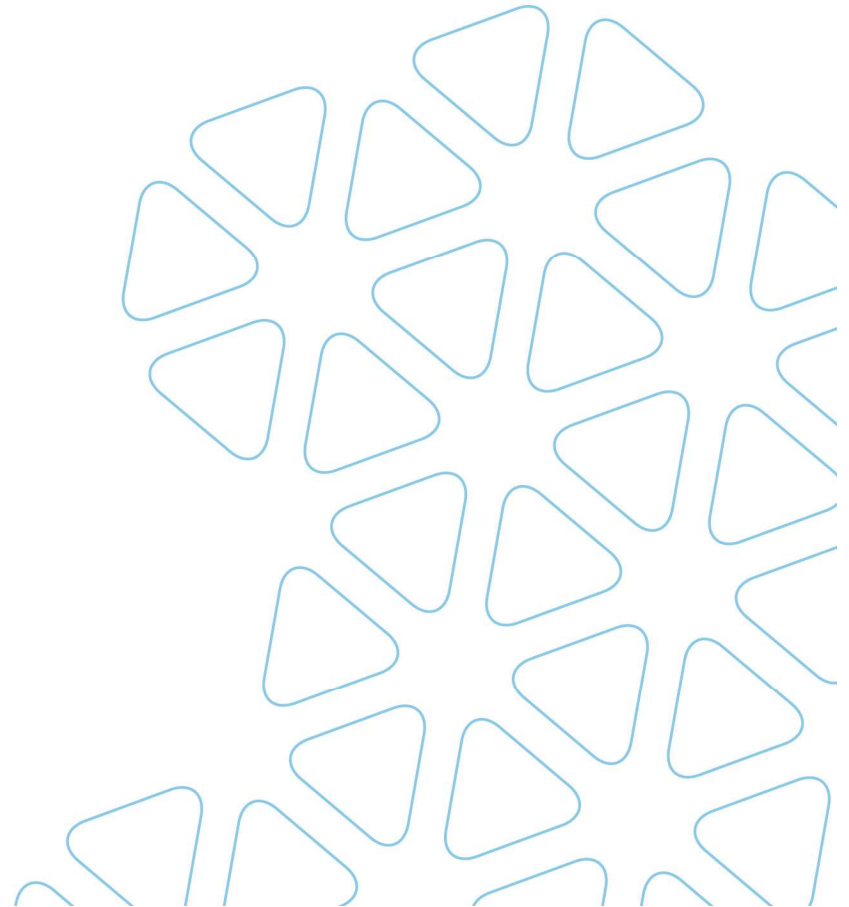
At the end of this course, you will be able to...

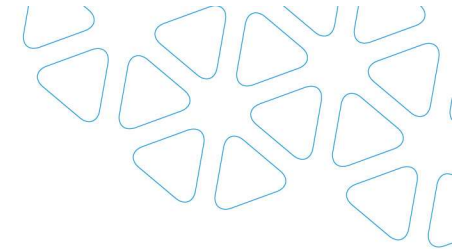
- Explain the benefits of an effective performance feedback process
- Describe common performance feedback mistakes and how to avoid them
- Identify effective strategies for having difficult conversations
- Identify the top five tips for navigating performance review sessions
- Locate TEKsystems-approved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



# LESSON 1

The Why, What, and How of Performance  
Feedback

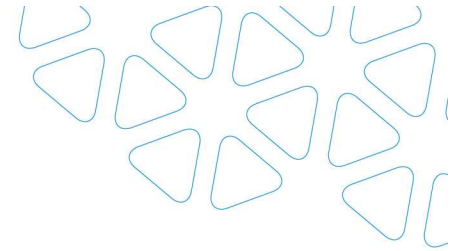




## Lesson Objectives

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: Key Benefits of Effective Performance Feedback

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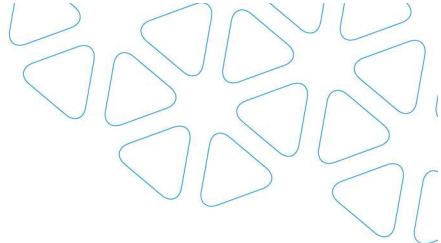
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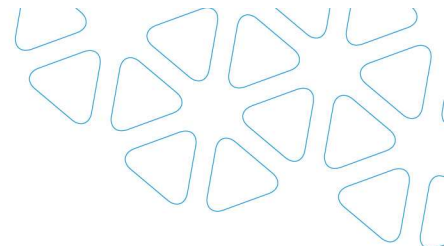
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# WHAT & HOW: Common Mistakes and How to Avoid Them

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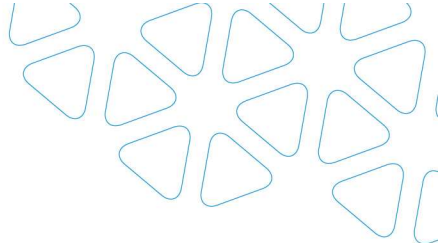
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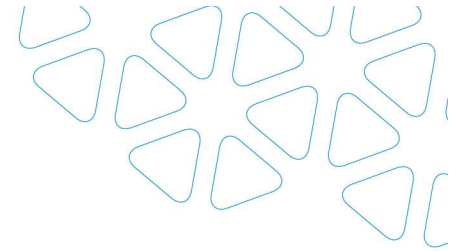
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# Top 5 Tips for Navigating Performance Review Sessions

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