

## **Painless Performance Conversations: A Practical Approach to Difficult Conversations at Work**

Why do we most avoid the conversations that are likely to have the greatest impact and meaning in our relationships with employees?

One of the most essential skill sets a manager or supervisor must use everyday are the skills of conversation and dialogue. Helping employees find success and guiding those employees who may not be performing up to expectations is a critical activity that all effective managers must perform. By facing up to often-difficult conversations, managers and supervisors can create an atmosphere of enhanced accountability and performance. This session explores how to establish and communicate clear expectations for others and how to conduct difficult performance-related discussions. Based on the book, **Painless Performance Evaluations: A Practical Approach to Managing Day-to-Day Employee Performance**, the program presents a useful discussion model that will be applied by the participants.

**Target Audience:** This course is essential for all executives, managers, and supervisors. It is also applicable to anyone in the workplace who is required to initiate and conduct difficult performance-related conversations with others.

### **Course Objectives:**

Participants can expect to:

- Establish a work climate that is conducive to productive conversations about performance in the workplace
- Initiate and maintain positive communication about work performance by using a sound approach to management
- Provide clear and direct feedback to others without risking the relationship
- Prepare and conduct performance discussions that encourage an exchange of information and produce better results
- Receive direct and specific feedback on their performance conversation and documentation skills

### **Course Topics:**

- Customized written feedback on actual performance documentation they have created
- Specific feedback and extensive practice on real life, participant-created scenarios
- A fully developed list of performance expectations that apply to their work unit
- Practical tools for preparing for a difficult performance conversation

**To tailor this material to your organization and to bring the workshop to your organization's leaders, contact us today.**