

Painless Performance Conversations

DVD & USB Key

Run Time: See individual modules



When tasked with delivering the uncomfortable news that an employee is not performing as expected, supervisors often feel stressed and have difficulties finding the right words to convey their message effectively.

Painless Performance Conversations will help your managers and supervisors lead performance-related conversations with confidence and poise in order to create a culture of workplace respect and accountability. This program presents behavior models with actionable and practical day-to-day advice for any supervisor looking to improve employee performance.

What is a painless performance conversation? According to author *Marnie E. Green*, it's a conversation with a person you care about on an issue you are concerned with, where the outcome is uncertain and the situation requires your influence.

The six-step model presented in the modules is:

Introduction (5 minutes)

1. **Clear Expectations** - Explain the Situation (6 minutes)
2. **Lead with Behavior** - Listen and Probe (5 minutes)
3. **Eliminate Judgement** - Stay Evidence-based and Find Agreement (6 minutes)
4. **Inquire with Purpose** - Discuss Alternatives (7 minutes)
5. **Create a Culture of Ownership** - Agree on Next Steps (6 minutes)
6. **Conversations in Practice** - Express Confidence (9 minutes)

Key Training Points:

- Learn how to plan and conduct conversations on performance
- Use four critical mind-sets to handle discussions with poise and professionalism
- Learn how to reduce the pain and fear that supervisors have about difficult conversations
- Reduce the harmful effects of judgment and bias in performance conversations
- Help managers create a culture of ownership and accountability to build individual performance

Contents:

Chaptered DVD or USB Key

CD-Rom with Facilitator Notes, Leader's Guide, PowerPoint Presentation, Participant Handouts, Exercises, Desk References, Development Plans, Coaching Guides

Training Solutions, Inc.
www.trainingsolutions.com
703-318-0838