

LET'S T.A.L.K. Handling the Difficult Performance Appraisal

How do your managers feel about giving performance appraisals? If the answers range from “pointless exercise” to “worst nightmare,” **Let’s T.A.L.K.** will change their minds. The T.A.L.K. approach (**T**ell it like you see it; **A**sk for feedback; **L**ead toward a solution; **K**eep at it) makes appraisals easier and more effective, keeping the focus on work-related issues not on personalities. Dramatic examples demonstrate techniques that help managers communicate expectations effectively and encourage top performers to do even better.

About the Program:

Managers and supervisors will no longer dread those difficult performance appraisals. T.A.L.K. will propel your company toward better job performance and a more productive work environment.

Some managers dread all performance appraisals. But all managers dread some—the difficult ones. The employee who won’t talk. The top performer who still needs to improve. Those who resent criticism or deny responsibility. Handling difficult performance appraisals represents one of management’s biggest headaches and challenges. And yet, it’s also the best way to help people get better at what they do.

After completing the Workshop, participants will know:

- How performance appraisals help people get better at what they do
- How a real give and take can uncover hidden motivations
- Ways to encourage top performers to do better
- How to overcome objections to 360-degree feedback
- Why on-going feedback reduces difficulties at the performance appraisal meeting
- The importance of staying focused on work-related issues
- How the T.A.L.K. method addresses any difficult appraisal

Target Audience: Managers and Supervisors

Course Length: 2.5 and 4 Hour Options