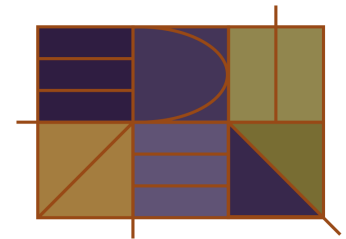




## Mastering the Art of Business through Leadership Development



# EDIZEN

### Workshop **Providing Effective Performance Feedback**

**Summary** Many managers and supervisors dread performance review sessions. It's not easy to give feedback to an under-performing employee. Managers who take a *Performance Management* approach rather than a *Performance Appraisal* approach have a much easier time at the yearly review meeting. This approach ensures that the employee understands expectations and leads to a more engaged and productive workforce. In this workshop, participants will learn some best-practice approaches to performance management and will have the opportunity to practice giving feedback.

**Format** Full day workshop

**Target Audience** Managers and/or supervisors

- Topics Covered and Learning Objectives**
- Understanding the difference between performance appraisal and performance management
    - The goals of the performance appraisal and performance management process
    - What the research shows – what works and what doesn't work
    - Overview of best-practices approaches
  - Achieving Results Through Behavioral Objectives
    - How to create behavioral objectives that are linked to organizational goals
    - Making the review process easier
    - Coaching towards the objectives throughout the year
  - Giving Effective Feedback
    - Writing evaluations and narratives
    - Describing observations
    - Getting input from your employee
    - The importance of body language, tone and emphasis
  - Handling Difficult Review Sessions
    - Achieving clarity
    - Using case studies as models
    - Helpful tips for managing a difficult meeting

Leadership Development programs from Edizen are designed to motivate participants to take the steps necessary to improve their leadership style in ever changing work environments.

### Contact Edizen today

to learn more about how we can help you and your organization meet your goals.

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