

# Managing Performance Discussions

*How to improve your communications and effectiveness when managing the performance of others*

ONLINE | SELF PACED COURSE



## LESSONS

- 1) Introduction
- 2) Overview of Managing Performance Discussions
- 3) Key Communication Skills – Describe Specific Behavior and Outcomes
- 4) Key Communication Skills – Use Effective Questioning Skills
- 5) Key Communication Skills – Use Listening Skills
- 6) Seven-Step Process
- 7) Practical Application
- 8) Knowledge Assess

**A**n employee who is behaving badly affects the people and the business around him. Morale goes down. Business may be lost. Productivity declines.

As the business environment deteriorates, people get dissatisfied and start looking for other jobs. Job turnover rates accelerate, which further destabilizes the company.

A Performance Discussion addresses specific performance issues in an informal, impromptu, and timely manner. Often these issues are general behavior issues not tied to any single business goal. The Performance Discussion curtails bad behavior before it becomes a trend... or a virus. But you have to know how to make the discussion effective.

### [ COURSE DESCRIPTION ]

This course enables a manager to plan and carry out a discussion with an employee when that employee's performance needs to improve. Key communication skills are addressed, as well as a step-by-step outline for conducting the discussion in a way that respects the individual, and encourages him or her to take responsibility for improving performance.

[ CONTACT US FOR MORE INFORMATION ]

