

PERFORMANCE MANAGEMENT: CONDUCTING EFFECTIVE AND RESULTS DRIVEN PERFORMANCE CONVERSATIONS

[Click here to see a short video on this workshop.](http://www.c-kg.com/carrollkellervideos.htm)
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OVERALL OBJECTIVE

The **Performance Management: Conducting Effective and Results Driven Performance Conversations Workshop** aims to equip participants with the skills and knowledge required to provide effective performance feedback, hold effective performance planning, development, and review discussions, build relationships, and ensure top performance.

OUTCOMES

The participants will learn how to:

- Understand the components to an effective performance management process
- Keep the performance process going from objective setting to final review
- Align objectives and action plans with strategic goals (targets)
- Understand a performance management philosophy
- Prepare for different performance discussions
- Focus on the development of employees
- Conduct winning ongoing dialogues
- Handle strong employee reactions
- Conduct performance reviews
- Provide meaningful feedback
- Be proactive and objective

CONTENT

- **The Performance Management Process**
 - Evolution of a Performance Management System
 - Strategically Aligning Performance
 - The Performance Management Process: Component Definitions
 - Having an Effective Performance Management Discussion
 - Rules of Performance Discussions
 - Concerns
 - Thoughts on Planning and Development Discussions
- **The Objective Planning Discussion**
 - Preparation for Objective Planning, Development Planning, and Review Discussions
 - Individual Performance Agreement: Prompts
 - Individual Performance Agreement
 - Key Questions to Answer when Editing a Performance Agreement
 - The Objective Planning Discussion Process
- **The Development Planning Discussion**
 - Assessing Development Needs
 - Fill the Gap
 - Career Needs
 - Focusing on Development
 - Personal Development Plan
 - The Development Planning Discussion Process
- **The Review Discussion**
 - Dealing with Communication Games
 - Why Do We Play Feedback Games
 - How to De-power Feedback Games
 - What Games Do You Play
 - Giving & Receiving Feedback: Some Rules
 - The Review Discussion Process
 - Force Field Analysis and Consequences
 - The Mid-Year Review Discussion Process
 - The Annual Review Discussion Process with Prompts
 - Dealing with Performance Problems
 - Performance Improvement Plan
- **Develop Competence**

- Performance Discussion Practice and Feedback
- Performance Management Competency Checklist

METHOD

- Practical checklists, discussion structure and/or tools to be used throughout
- Performance discussion practice applied
- Difficult situations addressed.

GRAPHIC SUMMARY

Performance Management



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Registration Information

Time: Workshops scheduled from 9:00 a.m. to 4:30 p.m.

Pricing: 1-2 attendees \$245 per person, 3+ attendees \$225 per person.

Location: DePaul University, O'Hare Campus, 8770 W. Bryn Mawr Ave., Chicago, Illinois 60631 ([Click here to download a map and directions](#))

To register or for additional information either email, phone or complete the [online registration form](#).

Email: Ken Keller at kkeller@c-kg.com or

Phone: (630) 495-0505 or (800) 869-7497.

Register online: [Complete form by clicking here](#). If you register online, a confirmation email will be sent to you with next steps and payment details. Please note we accept checks as a form of payment.

[To see a complete list of our current workshops click here.](#)

Customized onsite workshops are also available.

Please contact us with any questions or concerns. Email: Ken Keller at kkeller@c-kg.com or or Phone: (630) 495-0505 or (800) 869-7497.