

Motivating Performance Through Feedback

About the Program

Program Description:

Part of an employee's professional development is directly linked to the amount of feedback he or she receives from their manager. Managers need to know how to identify feedback opportunities, deliver supportive and developmental feedback and provide individual instruction. This skill-based program will include presentations, demonstrations and role-play practices on how to conduct feedback discussions

Learning Objectives:

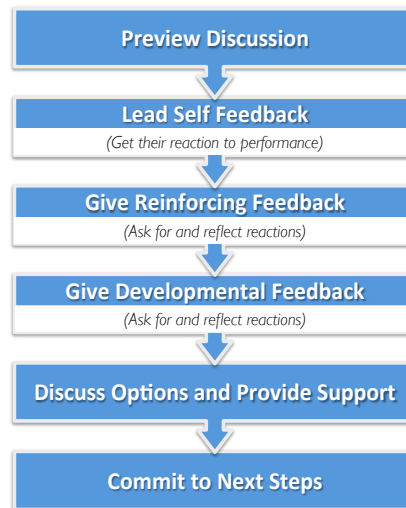
After completing this program, you will:

1. Distinguish the difference between managing, giving feedback and coaching
2. Conduct a feedback conversation that motivates performance
3. Target developmental areas that will benefit the individual the most
4. Deliver objective behavioral feedback
5. Handle difficult defensive reactions when providing feedback
6. Improve the quality of tasks, results, projects and behaviors

Phrasing Feedback	
Standard / Goal	- Identify the idea or preferred behavior
Behavior	- Describe the behavior you observed
Impact or Results (So What)	- Report the results, impression or effect of the behavior on the individual, the team, the speaker or the business

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Feedback Conversation



Themes:

The contents of the **Motivating Performance Through Feedback** program revolve around the Feedback Conversation Model.

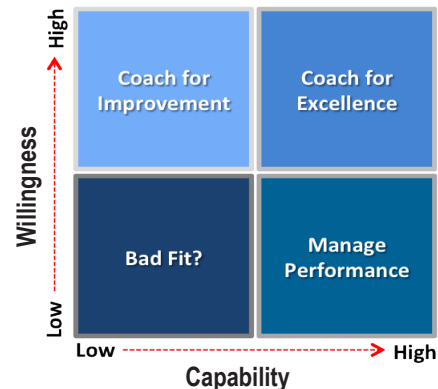
The Feedback Conversation Model provides managers the structure to be proficient at providing both *reinforcing* and *developmental* feedback whether in a formal coaching session, or in the moment ("on-the-fly"). The model supports communicating feedback in a two-way dialogue, and aids in the preparation for handling difficult reactions that are often associated when providing constructive feedback.

The 3 Feedback Conversations

#1: Responsive Coaching	#2: Feedback Conversation	#3: Feedback On the Fly
Associate Initiates	Manager Initiates	Spontaneous/ Strategic
Associate comes to you with an issue or problem ↓ You help them resolve	You and associate agreed that you will coach up front ↓ You provide feedback ↓ Focus on performance	No previous agreement ↓ You provide feedback ↓ Focus on performance

Coaching versus Managing

"Skill vs. Will"



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