Feedback Fundamentals

'Poor performance doesn't disappear if you ignore it, but excellent performance will!'

(Joan Wilson-Jones, first quoted a long time ago and still quoted regularly).

One of the biggest challenges for many managers and supervisors is undertaking effective performance support and encouragement, especially where performance issues have been identified. Not addressing and/or not encouraging performance has the capacity to impact very adversely on the team. KPIs don't get met, productivity drops, sick leave goes up, staff morale is damaged and trust in the manager is eroded.

Establishing and maintaining an effective performance support process ensures that staff are clear about what is expected of them, that they are acknowledged when they do well (proven to be one of the greatest motivators for everybody), that performance issues are identified and addressed early and trust and communication are strengthened.

What this session could cover:

- *Setting clear, behaviourally based, expectations between all relevant parties*
- *Clarifying measurements*
- *Meaningful rewards and consequences*
- *Engaging in challenging conversations*
- *Keeping records of conversations*
- *Progressing to formal action if needed*
- *Inviting and utilising feedback*
- *Looking after yourself (dealing with performance issues has been identified as one of the major causes of burnout in managers).*

Keen to know more?

Contact Joan at JwJ Consulting now for more information and a competitive quotation.

All sessions are fully customised to your needs.
Session duration can be anything from 45 minutes to 4 hours

Joan Wilson-Jones B.A (ACS). M.Ed. (A&WE) rings a wealth of practical experience, supported by years of relevant study, to this informative session. Herself a manager for many years, she absolutely knows that her approaches work because they are tried and tested in workplaces every day and are supported by valid research. Joan's sessions are fun, and engaging, her strategies and suggestions are evidence based and offer a host of practical strategies that truly do change work places for the better.

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