PROVIDING PERFORMANCE FEEDBACK

VITAL LEADERSHIP

Finding time to prepare for and conduct formal feedback sessions can be difficult, but it's important to compliment good performance and address performance problems.

Most employees want feedback about their performance. Even those who constantly self-evaluate their performance can't improve unless a team leader or manager takes the time to point out employee strengths and weaknesses. Because leaders are fully aware of a team member's performance level, they are responsible for establishing a process that will help improve performance and maintain good team relations. Leaders must provide team members with performance feedback, whether it's given during a formal annual review or informally during one-on-one meetings.

PERFORMANCE FEEDBACK BRINGS SUCCESS

An effective, successful performance feedback process must be collaborative so that both the leader and the team member can view the situation objectively and agree on what areas need improvement. The final step is mutual commitment to agreed-upon changes. Properly implemented, the performance feedback process leaves employees' self-respect, self-esteem and dignity intact.

The Vital Learning Providing Performance Feedback™ course equips managers with a fair and fact-based collaborative model for feedback sessions that reduces the discomfort and improves the payoff from these challenging discussions, which are a part of every manager's role. Because providing performance feedback is collaborative, team members intuitively agree to the process and devote their full commitment to its success.

Providing Performance Feedback provides managers and team leaders with the tools necessary to implement a systematic, fact-based approach to performance improvement through quality feedback. With its focus on logical processes and reasonable commitments, Providing Performance Feedback can help even experienced managers evaluate and improve performance more effectively. Using the Vital Learning's process, managers can demonstrate their commitment to an open and consistent performance improvement process.

Throughout the course, supervisors, team leaders and managers review video presentations and case studies, participate in group discussions, practice new skills and receive immediate feedback. The course provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

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ESSENTIAL COURSE MATERIALS

Providing Performance Feedback is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each classroom course includes the following course materials:

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the course's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings

ABOUT VITAL LEARNING

Vital Learning's training courses teach managers, supervisors and team leaders in any industry to use basic human relations skills to motivate and lead their employees with finesse and respect. By improving team leader–team member relations, organizations can improve productivity, enhance employee motivation and retention and develop employee work habits and potential. Vital Learning's courses are available as classroom sessions, eLearning sessions or a combination of classroom and eLearning sessions.

Based in Denver, CO, Vital Learning provides courses based on McGraw-Hill Training Systems, which Vital Learning acquired in 1989. Throughout the past two decades, Vital Learning has worked with industry experts to enhance and develop its training courses, bringing an industry-leading product to the marketplace. Let us show you what our products can do for your organization by visiting Vital Learning's Web site at www.vital-learning.com or contact us at 1.800.243.5858.

Providing Performance Feedback and Memory Jogger Card™ are trademarks of Vital Learning.

BENEFITS OF PROVIDING PERFORMANCE FEEDBACK

Organizations can offer this course in the format that works best for them — classroom, eLearning or blended.

Course is designed for six to 18 participants to complete in four to five hours.

Participants receive hands-on experience practicing the course's skills and methods.

Participants learn to base employee performance assessments on facts and employee behavior.

Participants learn to use positive feedback to motivate team members.

Participants learn to obtain team member participation in the assessment.

Participants learn to gain team member agreement and commitment to modify and improve performance.

For purchasing information:

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