

HOW AM I DOING?



Val Carter

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Typical feedback



Common perceptions



What is performance management?

- **Developmental**
- **Collaborative**
- **Supportive**
- **Administrative**
- **Ongoing**



Who needs feedback?



Below-standard performance



Goals



SMART goals

- **Specific**
- **Measurable**
- **Achievable**
- **Relevant**
- **Time-bound**



Management By Objectives

- You get what you measure



Management By Walking Around



Encourage ownership



The performance review

- **P**urpose
- **U**nderstanding
- **N**o judgment
- **I**nvitation



Listening skills

- **Listen actively**
- **Check you've understood**
- **Solutions, not problems**



Our reaction



CELEBRATE!



Coaching and mentoring

- Coaches ask questions



- Mentors share information



Establishing trust

- Builds slowly
- Destroyed fast



Raising the bar



Enjoy effective performance feedback!

Val Carter

The Success Centre

(403) 281-8841

val@successcentre.com

www.successcentre.com

