



employee performance solutions

because your employees are your business

Creating a dynamic culture of performance development conversations is critical to your success.
We can take you there with the training expertise and tools to help you build this capacity in your organization.

Employee Performance Solutions has a uniquely singular focus—optimizing employee performance. We have been doing this work and only this work, for over a decade. Our simple and proven process repositions performance management from an overwhelming distraction to a strategic organizational advantage. Organizations frustrated by the inadequacies of quantitative ratings and ranking are turning to a more qualitative approach to performance management. This shift involves frequent and informal performance coaching conversations between managers and employees that lead to higher performance.



PERFORMANCE MANAGEMENT TODAY

What skill is most critical in driving performance management success today? What action taken on the part of both managers and employees has the greatest impact on company performance?

The answer is candid dialogue.

WE HELP YOU CREATE A CULTURAL NORM THAT EMPHASIZES A SHIFT TOWARDS QUALITATIVE PERFORMANCE DIALOGUE

While most managers claim the ability to speak candidly with employees and provide feedback, the truth typically falls short of that claim. Surveys show that employees want more feedback outside of formal review time. Performance review ratings and rankings can get in the way of meaningful conversations that allow people to learn and grow. Ongoing candid dialogue takes the pressure out of the equation.

OPTIMIZE EMPLOYEE PERFORMANCE –TRANSFORM YOUR ORGANIZATION

- Create an environment of quick, ongoing, two-way performance conversations
- Train your managers to be performance coaches
- Give employees the tools and skills to give and receive feedback



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THE SOLUTION INCLUDES SKILLS TRAINING

Only 6% of managers are skilled at giving performance feedback. When employees ask for feedback, answers are usually vague. Talking about performance does not come naturally for most, but it can be learned. We train managers how to give feedback in a “manager as coach” style. Managers learn how to re-direct off-target performance and help employees grow. We train employees how to use their professional networks to expand their perspectives. Everyone learns as they work and acquires the ability to proactively ask the questions that result in new points of view.

CHANGING THE EQUATION

Teaching both managers and employees effective communication strategies generates actionable insights and increases self-knowledge. Our training shifts the balance of responsibility from the manager to a co-owned manager/employee model.

TANGIBLE RESULTS

Everyone immediately puts new skills and tools to use with the 5 and 10-Minute Touch Base framework. This structured yet informal model leads to opportunities for thoughtful and profound dialogue.

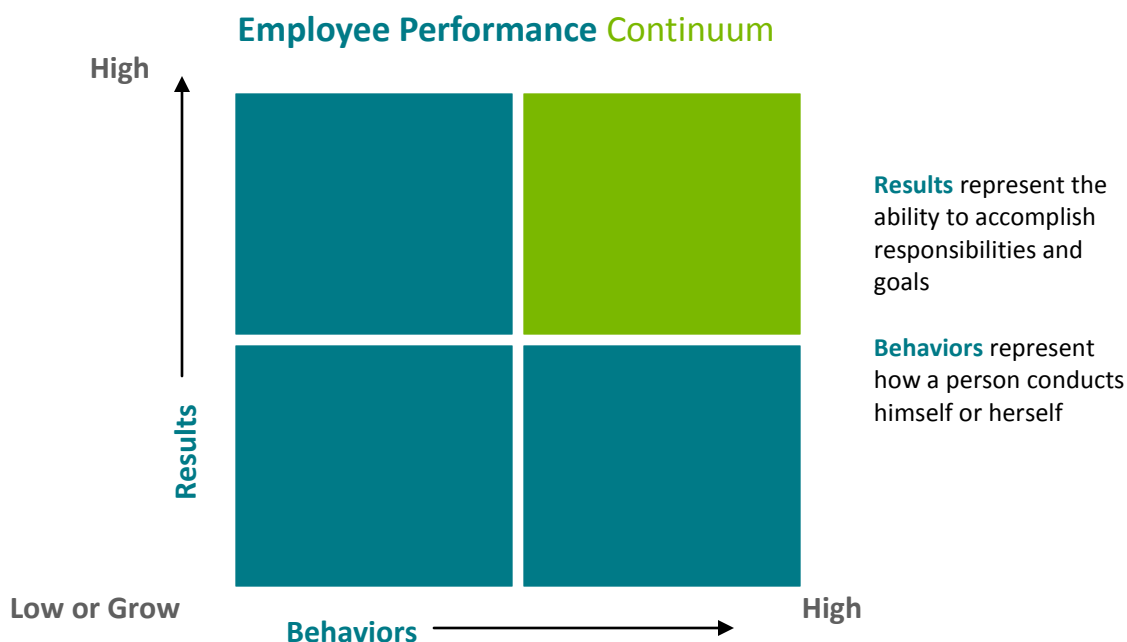
CONTACT

Jamie Resker, Founder and Practice Leader
Jamie@employeeperformancesolutions.com ☎
3 Allied Drive, Suite 303, Dedham, MA 02026 ☎
P: 781-752-5716

Performance is a combination of results and behaviors

Results describe **what** gets done, and Behaviors describe **how** the work gets done. The Performance Continuum is based on the belief that what gets accomplished is as important as how it is accomplished.

If we were to draw a picture of performance effectiveness, it would look like this 4-square model we refer to as the Employee Performance Continuum:



OUR SOLUTIONS ARE DESIGNED TO HELP YOU MOVE EMPLOYEES TOWARDS THE “UPPER RIGHT”

We start by re-shaping communications between managers and employees based on two-way, frequent, informal conversations designed to exchange meaningful information. When managers and employees can speak comfortably and candidly with each other, strengths and accomplishments are acknowledged, and performance expectations are easily discussed, so everyone can focus on achieving exceptional results.

PERFORMANCE CONTINUUM FEEDBACK METHOD®

Through our performance coaching skills training, managers learn to accurately assess performance levels and employee performance types to identify key strengths and development areas. Our approach bypasses the need to raise negative performance issues, thus avoiding defensive reactions. Learning to reframe conversations into non-critical requests, managers effectively coach employees without seeming harsh, confrontational or threatening. The focus is on performance solutions and goals. We equip managers to implement the 10-Minute Touch Base, a framework used to focus employees and maximize performance.

OUR WORKSHOPS

Our workshops increase everyone’s ability to engage in meaningful and insightful performance conversations. We partner with you to build the capacity of managers and employees to turn the outdated, one-way feedback process (manager-to-employee) into a more collaborative exchange.

Training Delivery Options

We offer on-site instructor-led workshops, webinars, e-learning, training of internal facilitators, and supportive print materials tailored for your organization.



WORKSHOP FOR MANAGERS

PERFORMANCE COACHING CONVERSATIONS

Most managers are able to assess and describe employee performance issues, yet they delay or altogether avoid performance conversations, finding it difficult to translate concerns into effective conversations that are comfortable for both them and the employee. Providing feedback is key to improving performance. In this program managers acquire the skills necessary to reinforce collaborative relationships with employees, improve performance, and accomplish organizational goals.

LEARNING OBJECTIVES

MAP EMPLOYEE PERFORMANCE

Use the Employee Performance Continuum® to identify distinctive employee performance types for analyzing performance and planning performance coaching conversations.

IDENTIFY THE KEY AREA FOR DEVELOPMENT OR IMPROVEMENT

Apply a method for constructing performance to hone in on the central performance focus opportunity; the main area that will lead to even higher performance.

PLAN CONVERSATIONS THAT DRIVE DEVELOPMENT

Constructive criticism often impedes absorbing “feedback”. Learn how to approach conversations candidly and with care. Craft talking points that can be understood, and translated into action.

DISCUSS DISRUPTIVE/UNPRODUCTIVE BEHAVIORS

Identify behaviors that cut into productivity, diminish engagement, and negatively affect others, and learn to comfortably talk about these behavioral issues to provide employees with context and important insights.

PROVIDE POSITIVE FEEDBACK

Engage in high impact conversations that go beyond “Keep up the good work” to help employees feel truly appreciated and motivated to excel. Do all this by using three easy steps for crafting messages that are specific and meaningful.

USE THE 10-MINUTE TOUCH BASE

Competently provide frequent and ongoing performance coaching, putting your new skills and tools to use right away. This conversation framework leads to thoughtful and profound dialogue.



WORKSHOP FOR ALL EMPLOYEES

MANAGING YOUR PERFORMANCE AND POTENTIAL

In this workshop, learn ways to gain clarity on what you are good at and what opportunities will lead to being even more effective. New skills and simple tools will empower you to self generate feedback designed to support short and long term career success.

LEARNING OBJECTIVES

DEVELOP CAPACITY TO INDEPENDENTLY INITIATE FEEDBACK

Self manage your performance and potential by taking the initiative to solicit different points of view within your professional network. Learn how to participate in and prepare for performance coaching conversations with your manager.

OPEN UP TO NEW INSIGHTS

Discovering yourself through the eyes of others can feel daunting. Learn how to manage the apprehension that accompanies requests for feedback and develop the capacity to hear and utilize information to help you advance.

CONSIDER THE ROLE OF BEHAVIOR

Even if your work results are great, how others experience interacting with you can make or break your career success. Learn how to assess your own behavior and seek input from others to increase your self awareness. Explore the impact of behavior on career trajectory, organizational culture, productivity, team dynamics, and more.

EXPAND YOUR PERSPECTIVE

Learn how to engage others to help you grow. Learn the key to asking thoughtful questions to managers, colleagues, and customers that result in new points of view. Recognize how everyday work interactions can offer *the* best opportunities for on-the-spot insights and on-the-job growth.

GIVE POSITIVE FEEDBACK

Help others leverage their strengths with insightful information and appreciative feedback, using three easy steps for crafting high-impact messages.

OPTIONS FOR MANAGING WORKPLACE FRICTION

Learn three approaches to address frustrations, check assumptions and clear up misunderstandings through small conversations that are neither difficult nor scary. Use these communication skills with your manager, colleagues, customers, vendors, and in your personal life too.