

PerformanceWORKS®

Managing Performance for Results®

“Manage performance and achieve the results every leader really wants!”

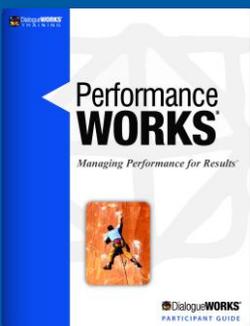
Do you find yourself avoiding the conversations you know you need to hold? Is it hard for you to confront poor performers, or to get your employees to be accountable, and to actually reduce inefficiencies? Is a coaching conversation one you would rather avoid? Is holding performance reviews the yearly task you dread the most? If any these scenarios describes you, then you are probably not managing performance for results.

What is MANAGING PERFORMANCE FOR RESULTS®?

- From the first day an employee shows up for work, a life cycle of employee performance begins—a cycle which you actually control. The process begins as you set expectations, assess performance, provide constructive or positive feedback, coach for success, and hold regular performance reviews.
- Being able to successfully manage this process and hold the conversations it requires are crucial to achieving desirable results. Conversations handled poorly or avoided altogether leave leaders, teams, and the organization longing for results rather than actually achieving them. **PerformanceWORKS®: Managing Performance for Results®** will enable you to hold conversations that will create intended results.

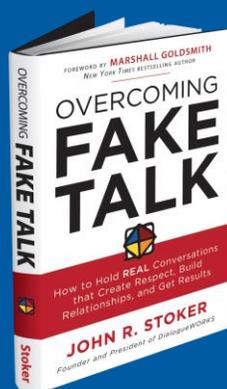
Managing Performance for Results® Training

This training can help you and your coworkers improve core dialogue skills as you learn to hold judgment in abeyance, identify intention, focus the listener’s attention, and defuse emotional or irrational reactions. You will also be able to use a simple conversational recipe to tactfully initiate conversations, discover differing perspectives, clarify differences and competing values, share expectations, and finalize plans that increase accountability and strengthen execution. The **Managing Performance for Results®** training sessions will introduce tools that increase respect, strengthen commitment, and build rapport.



“Managing Performance for Results helped our management team to put our performance expectations on track to achieve better results.”

Maxum East
Regional President,
Maxum Petroleum



**PerformanceWORKS:
Managing Performance
for Results**
was written and
developed by
Dr. John R. Stoker
best-selling author of
Overcoming FAKE TALK,
available now in bookstores
and online.



What Will You Learn?

Our training will help you develop a variety of leadership and conversational skills applicable to the **Life-Cycle of Employee Performance**, enabling you to:

- Identify crucial leadership behaviors as you improve your success in working, motivating, and inspiring people.
- Learn to defuse emotional reaction as you discover the source of individual frustration, resistance, and lack of engagement.
- Establish clear expectations and goals as you increase accountability and productivity to increase the bottom line.
- Provide constructive feedback as you stimulate change, improve execution, meet customer needs, and increase responsibility.
- Give positive feedback as you acknowledge superior performance, increase motivation, increase individual initiative, improve retention, and create employee satisfaction.
- Hold a coaching conversation in which you ask a variety of coaching questions to increase awareness, initiate future-thinking, move to action, and strengthen resolve to improve their results.
- Hold effective performance reviews as you build respect, clarify future goals, and establish mutual accountability to achieve success.

Who Needs This Training?

Leaders who find it challenging to hold difficult conversations about poor performance, violated expectations, and broken commitments will greatly benefit. Leaders who feel that their team's respect, relationships, and results would profit from their own improved ability to clearly set expectations, provide recognition for superior performance, and coach for success will also find the information in this course invaluable in achieving those goals.

Do you work with individuals who violate safety rules, are excessively absent, fail to follow directions, are always tardy, demonstrate inappropriate behavior, use offensive language, have a poor attitude, or are insubordinate? Maybe you have employees who are abusive to others or become emotional or withdraw when faced with legitimate concerns? Then you, your team, and your organization need **PerformanceWORKS®: Managing Performance for Results®**.

What's Next?

If you and your organization could use help with setting expectations, providing constructive feedback, recognizing superior performance, coaching to improve performance, and holding effective performance reviews, **Managing Performance for Results®** is for you! Call us at 1-801-491-5010 or e-mail us at info@dialogueworks.com.

The Life-Cycle of Employee Performance

