

Performance Review: Coach and Motivate for Success Live Online

Introduction

An effective performance review can be an opportunity for honest, open conversation about positive and negative results. It can inspire and engage people when it is focused on plans for the future. By setting expectations and helping associates to create achievable targets well in advance, then coaching and providing adequate feedback throughout the year, performance management becomes part of the culture rather than a dreaded annual event.

People support what they help to create. Holding others accountable to their goals provides opportunities for growth, learning, and ongoing motivation.

In this fast-paced webinar, explore ways to conduct RAVE performance reviews and plan your performance conversations so that staff members feel encouraged and inspired. After completing this session, participants will coach for improved performance by following a step-by-step process and use the appraisal meeting to focus on future growth and training for others while keeping the team motivated and ready to exceed expectation.

Course Objectives

- Recognize the steps that make performance reviews something to RAVE about.
- Identify the more than 25 “dos” and “don’ts” for an effective performance conversation.
- Follow a proven 8-step process for planning out performance review meetings with your associates.
- Apply the 7-coaching process and steps with 9 coaching principles to improve the performance of others
- Create guidelines for measuring performance and prepare and deliver contrastive feedback to avoid common feedback barriers

Materials

Digital Participant Manual
Digital Dale Carnegie Golden Book

Trainers

Trainers are selected professionals who have completed extensive training before certification is granted. Annual recertification training is required. Participation, coaching and guided discussion is the primary methods of delivery.

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Time	Module Title	Learning Objectives
4 hours	Performance Review: Coach and Motivate for Success	<ul style="list-style-type: none"> • Recognize the steps that make performance reviews something to RAVE about. • Identify the more than 25 “dos” and “don’ts” for an effective performance conversation. • Follow a proven 8-step process for planning out performance review meetings with your associates. • Apply the 7-coaching process and steps with 9 coaching principles to improve the performance of others • Create guidelines for measuring performance and prepare and deliver contrastive feedback to avoid common feedback barriers

Duration : 1 session, 4 hours
Class Size : Minimum 15
 Maximum 30
Language : English
Platform : Zoom
Fees : RM 350 (Subject to 6% SST)