



Performance Review: Coach & Motivate for Success

PERFORMANCE REVIEW: COACH & MOTIVATE FOR SUCCESS

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.

PROGRAM OBJECTIVES

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

PROGRAM DETAILS

Duration	1 session 4 hours
Class Size	15 - 30 participants
Language	English
Platform	Zoom
Fees	RM 350 (Subject to 6% SST)

The Bottom Line...

The Dale Carnegie Course, Delivers Results

Automotive Audi BMW AG (Wallis Motors RT) Ford Motor Company General Motors Acceptance Corp. Mercedes-Benz Porsche AG Toyota Astra Motor	Kuwait Oil Company Pilipinas Shell Petroleum	Hormel Foods Interbrew Nestle Purina AB Pepperidge Farm, Inc. Sara Lee Corporation Stanfilco Division of Dole Philippines Unilever	DuPont Indonesia Hitachi Metals America, Ltd. Hong Kong Oxygen & Acetylene Co. Ltd Hunter Douglas Ingenieria Gastronómica International Trucks JanPak John Deere Lear Corporation Liz Claiborne Mitsui O.S.K. Lines, Ltd. Philip Morris International Sappi UK Securitas Star Shipping Argentina S.A. Synthes Tetra Pak PT Thomas & Betts Tirtha RIA USA Screen Printing 3M Company	Service Companies 1-800-Flowers.com ADT Security Services American Dental Service American Heart Association American Red Cross ARAMARK BBC Worldwide Chicago Bulls Cinecolor Argentina Finning International, Inc. (Canada) Hapag-Lloyd HDR Inc Manpower Manchester City Football Club March of Dimes Northrop Grumman NYC Transit Reed & Mackay Travel Ltd Thomson Learning Iberoamerica United States Postal Service United Water United Way Worldwide US Coast Guard US Navy UNICEF
Communication & Information Systems ABC Cable Networks Group Alcatel Indonesia Aspect Communications AT&T Comcast Cox Communications Standard & Poor's Telmex Time Warner Cable Verizon WESTEL Mobile Telecommunication Co.	Financial & Insurance Services ABN AMRO Bank AEGON Insurance Co. Al Rajhi Bank AutoOne Insurance Axa Insurance Ahold USA Allstate Insurance Company Banco de México Bank of America Bank Central Asia Bank of Tokyo-Mitsubishi UFJ Cigna Health Insurance Citigroup Commercial Bank of Kuwait (CBK) Deloitte LLP Empire BlueCross BlueShield Equitas Farmers Insurance Group JPMorgan Chase Merrill Lynch Municipal Credit Union Navy Army Community Credit Union Nordea Bank Sverige Progressive Corporation Sovereign Bank State Bank of India	Healthcare & Pharmaceuticals AstraZeneca Sanofi-Aventis U.S. LLC BAYADA Nurses Boulder Community Hospital Bristol-Myers Squibb Dankos Laboratories Tbk Evans Vaccines Ltd GlaxoSmithKline IDEXX Jacob Healthcare Johnson & Johnson Kwong Wah Hospital Laboratorium Klinik Prodia	Retail Ace Hardware Best Buy Costco Wholesale Domino's Pizza Dunkin' Donuts Enterprise Rent-A-Car The Home Depot McDonald's Corporation Radco Food Stores Staples Target Corporation T.J. Maxx Walmart Wawa	Technology Apple Binatone Global Ciudad Internet IBM Intel Microsoft Oracle VoxCom WebMD
Education Colorado State University Fordham University Harvard University London Business School Pennsylvania State University Universitas Surabaya Universidade Potiguar Washington State University	Food & Beverage Anheuser-Busch Campbell Soup Company Cargill Coca-Cola Enterprises Coors Brewing Company Frito-Lay	Hospitality Argosy Casino Hotel & Spa Dwidaya Tour & Travel Four Seasons Hotel Las Vegas Hampton Inn & Suites InterContinental Buenos Aires The Rahala Hotel and Resort Radisson Hotels	Manufacturing & Shipping Adidas Alcan Packaging Baker Concrete Construction Caterpillar, Inc. Delami Garment Industries	
Energy Services Alstom BP Chemicals Chevron Energy Solutions ExxonMobil				

Case Study

Customer

Keurig Green Mountain

Type of Business

Specialty Coffee/Wholesale Retail

Number of Employees 6,000+

“Our business aim in working with Dale Carnegie was really to empower our individuals so they had the confidence to step forward, speak up, participate, and take charge of their lives and their careers.”

- Bob Stiller, Founder, Keurig Green Mountain

Challenge:

Keurig Green Mountain, after enjoying steady success in its core market, decided it would begin expansion efforts. In order to safeguard its culture and prepare its employees for the challenges ahead, it needed to step up its training initiatives.

Solution:

The Dale Carnegie Course would immerse Keurig Green Mountain employees in a rigorous time-phased training curriculum that balanced individualized coaching with group training. During the course participants engaged in a continuous cycle of improvement, during which they transitioned between the classroom and the workplace, putting principles into practice and getting feedback from their peers.

Results:

Advances in innovation and idea sharing have led to a proliferation of breakthrough projects and creative ideas that have helped improve efficiency and continue steady expansion.

Dale Carnegie

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