

## **The Performance Review Process (Total Quality Learning – Leadership Series)**

This session will help managers/supervisors recognize the importance of their role during the performance review process. Participants will learn how to prepare for the review, handling themselves during, and follow up effectively after the review.

### **TQL Kit includes**

- 1 Facilitator Guide (including program content and facilitator instructions)
- Program Agenda (½ day delivery)
- 2 Exercises
- 10 Participant Workbooks
- 10 Pre and Post Evaluations
- 10 Tent Cards
- Soft copy of Handouts, Evaluations and Tent Cards
- A supplementary PowerPoint

### **Program Content**

#### **Introduction**

- Objectives
- Essential Performance Management Characteristics

#### **The Performance Review**

- What is the Purpose of a Performance Review

#### **Giving and Receiving Feedback**

- Guidelines for Giving Feedback
- Words to Use
- Workshop – Watch What You Say
- Receiving Feedback

#### **Before the Meeting – The Preparation Stage**

- Creating and Maintaining a Safe Environment
- Fostering a Safe Environment
- Preparing Your Meeting

#### **During the Review**

- Setting the Stage
- Tips for Making a Performance Review Meaningful
- Avoid Common Pitfalls

#### **After the Review Meeting**

#### **Follow Up**

#### **A Performance Review Checklist**

- Checklist for Managers

#### **Practice and Planning – Case Studies**

#### **Learning Journal**