

APPLAUSE

Driving performance management throughout the organization

	MODULES	KEY LEARNING OUTCOMES	ACTIVITY DESCRIPTION
<input checked="" type="checkbox"/> 60 minutes	See the performance management process as a cycle, not an event	<ul style="list-style-type: none"> Explore the cyclic model for planning, discussing, and documenting performance management Learn the key steps to successfully lead this process Learn the importance of addressing performance gaps early and often in order to realize optimum performance 	<ul style="list-style-type: none"> Using a set of process steps, participants explore the process for leading a performer through an entire annual cycle that is customized to match their specific organization.
<input type="checkbox"/> 60 minutes	Understand the 16 performance management best practices	<ul style="list-style-type: none"> Discover a set of best practices for managing the performance management process Apply best practices for building individual and organizational skill 	<ul style="list-style-type: none"> Participants review a deck of cards that describe 16 best practices for managing performance. Participants then listen to a set of taped appraisal meeting vignettes and determine which best practices, if applied, would have improved the conversation.
<input checked="" type="checkbox"/> 90 minutes	Build consistent mid-year and annual performance assessment skills	<ul style="list-style-type: none"> Improve fundamental assessment skills Build greater intra- and inter-rater reliability Improve individual and organizational assessment consistency 	<ul style="list-style-type: none"> Using rating cards, participants share their evaluations with their team and the group at large. Using customized performance scenarios, participants are given four rounds of practice in assessing and evaluating performance.
<input type="checkbox"/> 90 minutes	Build comfort and skill in holding difficult conversations	<ul style="list-style-type: none"> Learn the four C's feedback model Apply the four C's model to diffuse emotionally charged situations Explain the positive business impacts of holding difficult conversations 	<ul style="list-style-type: none"> Participants receive and discuss the four C's feedback model. Participants apply the best practices and four C's to a set of customized, tough-conversation scenarios, problem-solve as a group, and role-play their solutions.
<input type="checkbox"/> 60 minutes	Explore and problem-solve a variety of challenging situations	<ul style="list-style-type: none"> Build skill in managing the issues currently faced 	<ul style="list-style-type: none"> Using a robust deck of challenging <i>Situation</i> cards with best practices sealed inside, participants work in teams to create the most effective course of action, checking their solutions against the best practices and with the group at large.

STRATEGICALLY CUSTOMIZED

A P P L A U S E

PERFORMANCE MASTERY

△ BTS
Catalysts for Profitability and Growth