



Addressing Employee Performance Issues in a Supportive Way



Overview/ Description:

When addressing performance issues, it can be hard to show employees that you care about and support them, while still being clear about problems and expectations. This session offers tools for having supportive conversations in these challenging situations.



TARGET AUDIENCE:

MANAGEMENT
AND SUPERVISORY
EMPLOYEES



EXPECTED DURATION:

45-60 MINUTES

Workshop Objectives:

By the end of this workshop, you will:

- Describe ways to foster positive relationships so that employees are open to your feedback, even when it's difficult to hear
- Distinguish "normal" bad day employee behavior from behavior that's more seriously problematic
- Identify planning considerations to use before you begin a conversation about performance issues
- Use words and phrasing that give you the best chance for a productive conversation instead of one that becomes defensive or unproductive
- Be ready to offer resources to support employees who may react in concerning ways upon receiving feedback