

Helping People Overcome Personal Pitfalls

- 1) Agenda
- 2) Barriers that keep us from addressing areas for improvement
- 3) Ways to get to the true root cause of performance or behavior
- 4) Methods and language to enable us to inspire others
- 5) Ideas for ensuring accountability and success
- 6) Let's Interact...
- 7) Barriers to Providing Performance Feedback
- 8) Mostly, the barriers stem from fear – fear of:
- 9) When Performance Isn't Happening
- 10) Importance of Performance Feedback
- 11) Private
- 12) Timely and often
- 13) Shares good and “bad”
- 14) Direct/clear
- 15) Specific
- 16) Non-punishing
- 17) Focuses on the future and provides ideas for growth or development
- 18) Allows for discussion
- 19) Concludes with a clear plan
- 20) What examples of performance issues do you have?
- 21) Your Mindset
- 22) The Little Voice In Our Heads
- 23) Interpretations Game
- 24) Interpretations Can Be Tricky!
- 25) Strategies for Discussing Difficult Performance Issues
- 26) When Performance Isn't Happening
- 27) Verbally Discussing the Area For Improvement
- 28) Examples
- 29) Discussing the Area For Improvement
- 30) Generating Solutions
- 31) Examples
- 32) Ongoing Communication
- 33) Where Do You Start?
- 34) Resources
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