

How to Conduct Effective Performance Feedback & Review Sessions

Pay-for-Performance, Six Sigma, or Total Quality Management (TQM), whatever you call it, the outcome is the same —Results Count! With the Pay-for-Performance movement taking shape at an accelerated pace in healthcare, managers must come online quickly with the ability to establish and interpret high performance standards, communicate them effectively to their staff, motivate each staff member to buy-in to the standards, and develop an efficient method to provide useful and timely feedback.

This type of system isn't new in practice; it is quite common in high performance industries and other specialized occupations. Standards that describe excellent performance are well defined, easily measured, and clearly communicated. A consistent performance feedback system is in place and managers are well trained at leading and coaching their staff to higher performance levels.

During this One-of-a-Kind Training Session each participant will enhance their ability to...

- Effectively point out areas of quality performance and areas that need improvement
- Clarify job responsibilities and expectations
- Provide “real time” employee recognition that motivates positive improvement
- Keep the employee’s focus on critical elements of performance and productivity
- Exceed standards of performance
- Improve future performance, morale, and enthusiasm
- Establish a cohesive environment and improve team dynamics
- Deal with challenging personalities
- Tap hidden reserves of energy in each staff member
- Differentiate behavior issues from personalities
- And much more.....

 **For Success Seminars!**

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