

Creating Productive and Preferred Work Environments

RESPONSIVE MANAGEMENT SYSTEMS®

Presents

**RESPONSIVE MANAGEMENT®:
PERIODIC
PERFORMANCE REVIEW**

“Where Theory Meets the Road”



5704 N.E. 71st Street • Seattle, WA 98115 • Telephone/FAX (206) 523-4603

Responsive Management Systems®

www.responsivemgt.com

© 1985-2009 All Rights Reserved

RESPONSIVE MANAGEMENT SYSTEMS®
Periodic Performance Review

STEPS TO QUALITY

RESPONSIVE MANAGEMENT® IS...

- Research and Science Based
- Skill and Competency Focused
- An Operations Performance Management Model
- 90% Effective in Skill Development
- 85% Effective in Skill Application

RESPONSIVE MANAGEMENT® MAKES QUALITY HAPPEN...

- In Consumer Services and Products
- In Organizational Operations
- In Employee's Work-Lives

RESPONSIVE MANAGEMENT® ...

- Improves a Manager's/Supervisor's Ability to Identify and Utilize Employees' Assets
- Improves a Manager's/Supervisor's Ability to Prevent and Solve Employee Work Problems
- Improves a Manager's/Supervisor's Ability to Develop Effective Team Collaboration
- Improves a Manager's/Supervisor's Effectiveness to Select Employees
- Improves a Manager's/Supervisor's Ability to Assist Employees Achieve Improved Performance Outcomes
- Improves Employee and Consumer/Customer Satisfaction



RESPONSIVE MANAGEMENT SYSTEMS®

Periodic Performance Review

Periodic Performance Review is research and science based. A skill-focused performance management model. Periodic Performance Review addresses the four most frequent issues encountered during preparation and review: (1) concentration on the Rating Scale; (2) identification of specific performance examples; (3) delivery of negative feedback; and, (4) resistance to negative feedback. Through lecture and discussion (30%), and behavior modeling and practice (70%), seminar participants learn performance management and performance review skills critical to continually improving consumer/customer services and products, organizational operations, and employees' work-lives. Manager and supervisor concepts and skills developed are:

RESPONSIVE MANAGEMENT: Periodic Performance Review

- Learn the five elements of effectively managing performance;
- Review steps to organizational quality;
- Review effective/ineffective employee characteristics, skills and behaviors;
- Learn how to organize and list Strengths and Needs Improvement work characteristics and behavior for Periodic Performance Review;
- Experience Catalyst™ and better understand your communication strengths and weaknesses;
- Learn how to analyze and prepare for a Negative Interpersonal Performance-Feedback Discussion with an employee;
- Learn how to effectively provide Negative Performance Feedback.

6
hours



