

PROVIDING PERFORMANCE FEEDBACK

OBJECTIVES:

- **Base** assessments on facts and behavior.
- **Assess** performance.
- **Use** positive feedback to motivate team members.
- **Gain** team member *participation* in assessment.
- **Gain** team member *agreement* with the assessment.
- **Gain** team member *commitment* to the change needed to improve performance.

SKILL POINTS:

- Ask for team member's evaluation and give your evaluation of performance.
- Identify what would help maintain or improve performance.
- Ask team member to identify how improvement can be achieved.
- Agree on plan.
- Get commitment and set up review.