

## Providing Performance Feedback

### Course Summary

Providing Performance Feedback provides managers and team leaders with the tools necessary to implement a systematic, fact-based approach to performance improvement through quality feedback. With its focus on logical processes and reasonable commitments, Providing Performance Feedback can help even experience managers evaluate and improve performance more effectively.

Throughout the course, supervisors, team leaders and managers review video presentations and case studies, participate in group discussion, practice new skills and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resource to help them apply the skills they have learned on the job.

### Course Materials

#### Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

#### Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

#### Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings