Performance Management: Unleashing Employee Potential

Across organizations and leadership styles, performance management is as unique as its employees. Depending on how it has been executed historically by leaders and the process as a whole, it's entirely possible employees and leaders alike will not find value in it. Without continuous feedback, like the workforce of today craves, performance reviews often feel like a waste of time and ineffective, with feedback coming weeks or months too late. While leaders of your organization must know how to deliver continuous and timely feedback, they must also be familiar with a framework for performance management that keeps up with the needs of their employees and meets the management needs of the organization.

Effective performance management hinges on balancing two things: the intentions of the employee, and the data that reflects their performance. In Eagle's Flight's one-day performance management course, *Accelerating Performance*™, leaders realize that this process is the management of humans, rather than hard data. It's much more complex than most processes in place allow for. Leaders will learn to hold others in esteem and consider their worth as humans, while providing them with an honest and clear evaluation of their current performance. They will also learn how to create positive paths forward for the company and the employee.

THE OUTCOME

Leaders will return to work with the ability, tools, and confidence to:

- Recognize and harness the potential within every employee
- Set clear performance expectations to support organizational goals by establishing specific, measurable and realistic goals at the employee level
- Manage and track employee progress and provide constructive feedback where required
- Conduct authentic, practical, and timely performance assessments against established goals that are based on the employees results vs. intentions

THE DETAILS

1-day program

5 - 40 participants

Ideal for mid-level and senior leaders

Customization and delivery options available

Post-course reinforcement available

THIS ISN'T YOUR ORDINARY LEARNING EXPERIENCE

An Eagle's Flight experiential learning program is unlike anything you or your participants have seen before – it's not another lecture, case study, or role-play. Through interactive, experiential-based learning your participants will not only learn new skills and knowledge, but get the chance to put that learning into action and practice them as they apply to their life on the job. We frequently use our "40, 40, 20" formula when delivering training. This translates to 40 percent of the time spent on conviction and knowledge transfer, 40 percent on practice with that knowledge, and then 20 percent on how to apply the learning back on the job. This all comes together to produce a change in behaviors that deliver expected results.

Why do we do this? We take this approach to training because by personally experiencing the results that come from applying their existing behaviors in the experiential portion of training, participants see the link between their performance in the experience and the changes they need to make to maximize performance at work. A powerful debrief reinforces the lessons learned in the experience and shows how to apply those lessons back on the job. New competencies are developed, learnings are retained, and individuals are more likely and better able to enthusiastically apply their new knowledge to improve their day-to-day performance.

> *"The use of your experiences to build understanding and conviction is an Eagle's Flight trademark; and one which, in my opinion, is a true differentiator that sets you apart from all others in your field."*
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> Marc Caira, Vice Chair, Restaurant Brands International

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