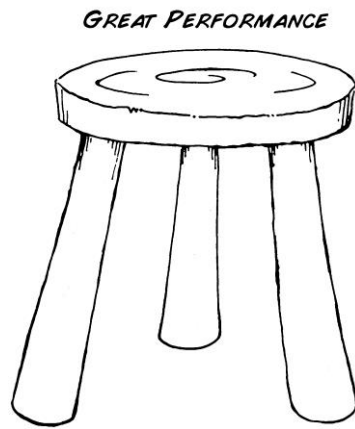
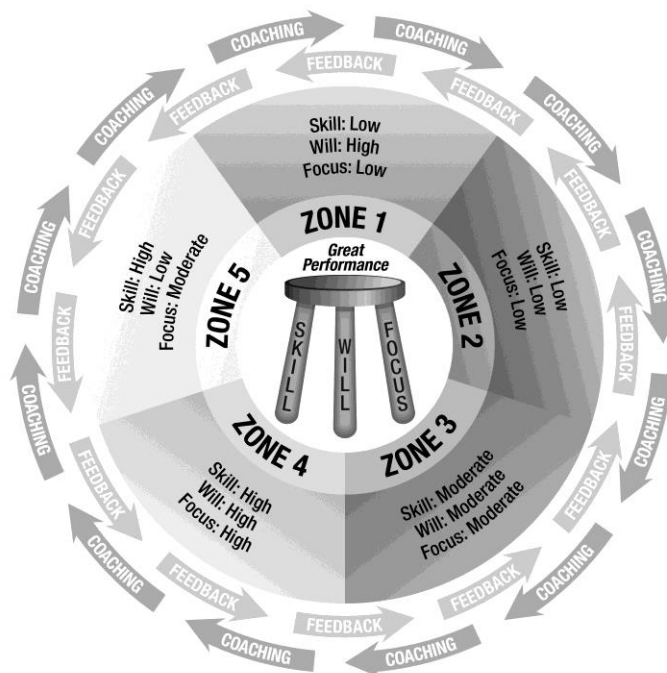
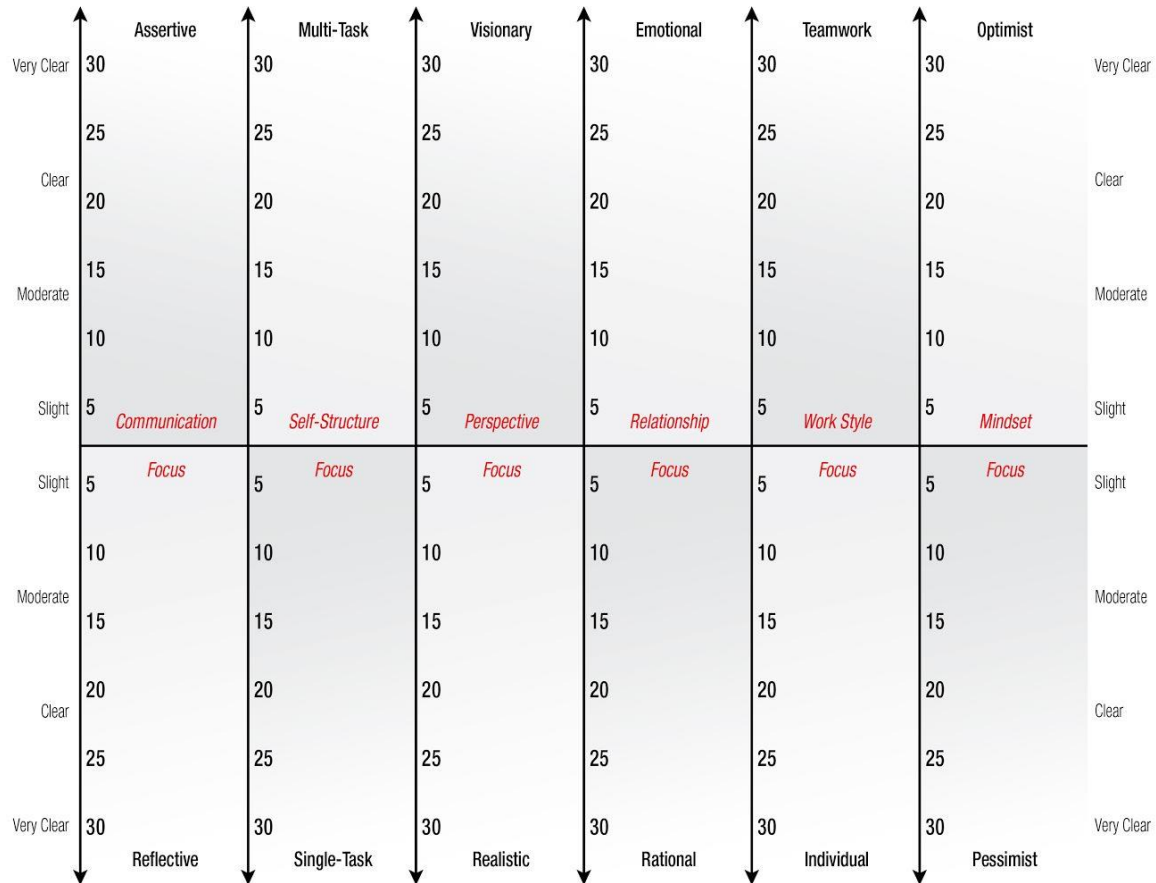


# Performance Management Essentials

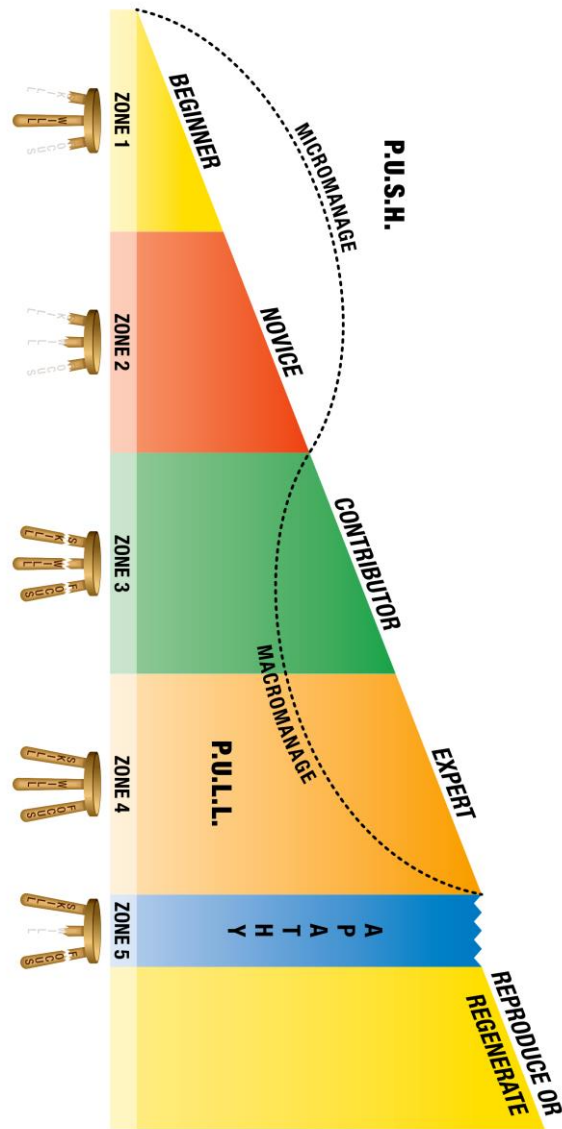


# Performance Management Essentials



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# Performance Management Essentials



## Feedback (Addressing Past Performance):

### General Rules:

- Make feedback a regular event.
- Say it when you see it.
- Be sincere.

# Performance Management Essentials

## Positive:

- Be specific.
- Be enthusiastic.
- Be sure they know exactly what you loved about the result – so then can repeat it!

## Negative:

- Do it privately.
- Use “I” statements.
- Allow them time to respond.
- Ask them for a specific solution.

## Coaching (Teaching Them How to Get Better):

### P.U.S.H. Coaching (Zones 1 and 2)

P:

U:

S:

H:

### P.U.L.L. Coaching (Zones 3, 4, and 5)

P:

U:

L:

L:

## Good Open-Ended Questions to Use:

- *Tell me more about that*
- *What does that look like?*
- *...and what happened when you tried that?*
- *How do you feel about that?*
- *And how is that working for you?*
- *What would a perfect resolution look like?*
- *How do you think that could happen?*
- *What would happen if?*
- *Have you ever thought about...?*
- *Hmmm, that's interesting*
- *Can I offer you a suggestion?*

*Get more information at*

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