

Title: Painless Performance Improvement

Production Company: Media Partners

Reorder Information:

Media Partners Corporation
911 Western Avenue, Suite 306
Seattle, Washington 98104
www.MPCfilms.com
1-800-408-5657

Length: 23 minutes

Synopsis:

Material Included:

- DVD
- Leader's Guides (38 pages; PDF or MSWord format)
- Manager's Workbook
- PowerPoint Presentation

The purpose of this program is to provide a collaborative approach to performance improvement, potentially resulting in less stress, higher employee morale, increased communication and trust between you and your employees, and lower turnovers than what would be expected with traditional methods. Throughout this program, you will learn the common reasons for poor performance among workers, distinguish the difference between attitudes and behaviors, learn your own emotional hot buttons, assess employee performance in behavioral terms, apply the six-step painless performance improvement process, avoid sidetracking, and prepare for performance improvement discussions.

The Manager's Workbook includes several activities, case studies, and DVD discussion questions on the painless performance improvement process, which is comprised of the following six steps:

- Step 1: State What You've Observed
- Step 2: Wait for a Response
- Step 3: Remind Them of the Goal
- Step 4: Ask Them for Their Specific Solution
- Step 5: Agree Together on the Best Solution
- Step 6: Follow Through

In this comical video, you will learn the difference between a conflict and an intervention, what one little word will help you avoid another sidetrack and move toward the solution, why follow-ups and feedbacks are so important, how to offer support and encouragement for progress, and tips on how to terminate an employee for poor performance.