



Positive Performance Conversations

carefully-crafted footings, frameworks and formulas to make conversations with difficult performers easier

What's this about?

Tackling poor performance is one of the most commonly avoided and widely feared species of difficult discussion. This 1-day clinic works on a simple principle: focus on future positive performance rather than past negatives.

It takes you on a step-by-step tour of carefully-crafted footings, frameworks and formulas to deal with difficult performers more comfortably and make tough performance talks a little bit easier. [\[More on-line\]](#)

Learn how to...

- Tackle tough performance talks in more positive ways
- Use 5 footings and frameworks to structure the conversation
- Deliver difficult feedback that is more 'sayable' and 'hearable'
- Use neutral language without diluting difficult messages
- Stay on the positive side of negative performance talks
- Turn difficult performance conversations into mutual problem-solving and coaching sessions

Topics we cover...

- Eliminating common errors in performance conversations
- Structuring – the 5 Footings and Frameworks to follow
- Starting conversations on a firm but neutral footing
- Levelling – saying what you need and why they need it too
- 'De-vaguing' – being specific about the performance you want
- Dissecting – giving clear, frank, fact-based feedback
- Reframing – putting negative performance issues positively
- Anticipating objections, excuses, justifications & downplays
- Handling defensiveness, hostility & high-pitched emotions
- Keeping on track – focusing on finding solutions & taking action
- Coaching – getting commitment to goals and actions

Is this right for you?

This clinic is for leaders at any level who want to improve the way they handle performance conversations – especially with difficult or poor performers. It's particularly relevant for those who get anxious, irritated or defensive confronting poor performers or those who want to take a more constructive, solutions-focused approach. While the focus is mainly on difficult performers, many principles and tools in *Positive Performance Conversations* can also be used to coach, support and encourage good performers too.



"Along with *Difficult Discussions*, one of the most useful courses I've attended. Dealing with these sorts of conversations is something I wanted to get better at and I needed practical strategies I could readily apply. I felt I learned tools that will be of real practical assistance in an area I've previously struggled with." Vanessa Richardson Principal Program Coordinator, Queensland Health

Course Features...

- Apply our 5 Footings and Foundations model to structure your performance conversations
- Complete a Scorecard on Positive Performance Conversations to see how you handle difficult ones
- Develop your own personal game-plan to deal with difficult performance conversations more positively
- Comes with a 100 page self-coaching guide with lots of useful tips and 25 tools to manage difficult performance conversations better

[REGISTER On-Line](#)

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Course Details...

Duration: 1 day

Fees: \$550 full fee \$495 members, \$451 NFP/Schools
Other discounts may be offered by email

Locations & Dates: See our [On-line Course Calendar](#)

Registration: [On-line](#) or [by Email](#)

