

## 6 Tips for an Effective Performance Dialogue

1. **Use a coaching style throughout** – in the paperwork and during the conversations
2. **Guide the staff member** through the process seamlessly and logically by use of a well-designed, attractive template, with space to write in answers
3. **Encourage a positive attitude towards performance** by taking the Performance Dialogue seriously yet making it enjoyable (stick to pre-booked dates and ensure the environment is suitable).
4. **Ensure you understand the organisational, Directorate and team goals** so that you can help your staff understand how they fit in and contribute.
5. **Develop skills in analysing learning needs** so that planned learning is appropriate, purposeful and beneficial.
6. **Split the Performance Dialogue into several conversations** e.g.

### Planning Conversation 1: Narrowing down the big picture

Discuss overall business goals/Directorate goals/ team goals and their personal aspirations.

How do they need to develop to achieve their goal?

What are the big issues they should be concentrating on?

### Planning Conversation 2: Defining clear objectives

Start with the end in mind and work out the steps to get there including what they have to do/who and what can help them and how they will know if they've achieved it.

### Planning Conversation 3: Creating a personal development plan

Define development priorities in line with goals and think through the best learning methods.

Clearly work out what difference the learning will make and what they'll be able to do differently.

### Review Conversations:

Book these periodically to check progress and barriers to progress, identify if support is needed and from whom, and re-establish relevant objectives for the next period.

### End of Year Review:

Allow direct report to lead discussion, aided by well-designed Performance Dialogue template. Draw conclusions about achievements, level of support, problem areas and learning points for the forthcoming year.

**ABOUT THE AUTHOR:**

Jennifer Hampson is a certified coach, inspirational trainer, and speaker. She helps organisations create a coaching culture with wide-ranging impact on all who work there. Her online newsletters for HR Managers, Learning & Development Managers and Line Managers is crammed with useful tips, strategies and 'How to...?' Guides, to keep you informed, enlightened and inspired about how you can use coaching to make a real difference to YOU and YOUR ORGANISATION. Sign up for it now at <http://www.creatingacoachingculture.co.uk>