

marlenechism

Performance Conversation Model

A common thread running through lowered productivity, lack-luster teamwork, morale, and revenue issues is the inability or unwillingness of the leader to initiate a difficult performance conversation. The performance conversation is **distinctly different** from the performance evaluation which frankly could be eliminated if managers had the knowledge and skills to initiate and deliver ongoing performance conversations.

Even when managers have the authority, and support from the top, there are many surface reasons managers avoid initiating conversations around performance: The manager inherited the problem employee. Staffing is short. Timing is off. It's the company picnic. The employee has been going through a tough personal experience. Or the behavior has been going on way too long and the manager doesn't know where to start without creating unnecessary drama.

At the root there are only two reasons managers avoid **difficult performance conversations**: Lack of skill and fear of uncomfortable emotions.

The **Performance Conversation Model** developed by executive educator, coach, and consultant, Marlene Chism addresses the opposing forces that prevent managers from initiating difficult performance conversations.



Leaders Learn Critical Communication Skills to

- Keep the conversation focused and forward-moving
- Inspire action by speaking to the vision
- Clearly articulate the needed course-correction
- Overcome resistance
- Identify and eliminate internal and external opposing forces
- State the business case for the needed change

In short, **The Performance Conversation Model** offers a blueprint and specific language for leaders to communicate clearly and confidently, increase leadership effectiveness, and significantly improve business results.