



CMP

COMMUNICATING TO MANAGE PERFORMANCE

PARTICIPANT OBJECTIVES & OUTCOMES

- Communicate clearly and responsibly to set performance expectations
- Describe employee behavior through positive feedback reinforcement
- Understand and value others through active listening
- Acknowledge ideas for continuous improvement
- Coaching for performance improvement through corrective feedback

TARGET POPULATION

- Managers
- Team leaders
- Supervisors
- Individuals who are moving into management positions

ORGANIZATIONAL OUTCOMES

- Creates an environment of open, clear communication
- Employees feel valued and motivated
- Increased employee awareness of performance expectations
- The culture embraces new ideas and innovative thinking
- Organizational changes and improvements through redirection of performance

INSTRUCTIONAL DESIGN SKILL CHECKS

- Behavioral self-assessment of management abilities
- Awareness of management abilities presented through skill assessment
- Knowledge examples and models to learn and demonstrate each skill
- Active practice for application of each skill
- Role plays and immediate feedback from co-participants and facilitator for skill building
- Action plan identification for future growth



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