akenham
Inspiring Performance

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Title	Giving Performance Feedback	Feedback is a vital and effective mechanism to steer performance towards agreed goals. Performance feedback is always given against a background of expectations. It is necessary for all performance levels, whether performance has been exceeded, is on track, or is below standard.
Intro	Why is this skill element important?	Without the vital information contained in feedback, team members will find it hard to measure where their performance is against expectations, and therefore be unable to make any changes
	Learning outcomes	• Providing constructive, performance enhancing feedback • Managing poor performance
	Content agenda	Explore the need for performance-based feedback, and how this has to be in a framework of clear expectations Explore the CEDAR model for how to give feedback. Practice the CEDAR model. Recognise when further action might be needed
Body	Understanding the challenge/issue	Feedback is an opportunity to coach team members on their performance, using a specific issue to provide learning. When done successfully, it reinforces high expectations while giving high levels of support
	Insight	Setting the context of expectations. The CEDAR model for performance feedback
	Experience	Explanation of the CEDAR model, and exploration of the model through scenarios Exploration of how the model is effective on all levels of performance, low to high. Discussion of the limits of feedback, where repeated low performance needs HR support
	Apply & reflect	All participants write a piece of CEDAR feedback, and work with each other to test its effectiveness and impact.
Wrap	Next steps/transfer	Making a plan for delivering feedback to their team members at any performance level