



Time to thank an employee or colleague

Does your business provide effective feedback?

## Employee Performance Impacts Your Bottom Line

If poor performance is not dealt with, then poor performers' behavior will continue to hurt your business. Poor performers can also demoralize the environment by pulling everyone else down and demotivate those who are doing a good job.

Not recognizing great performance can discourage those who do a great job and may result in the best and the brightest seeking employment elsewhere.

Everyone in business needs to know how to give and receive feedback that will be heard by our colleagues or employees and acted upon.

## Use This Tool

### All performance conversations should include the following:

- Give the situation and targeted behavior
- Its outcome
- The impact on the you or the business
- What you'd like or not like repeated

For example:

- Give the situation: "I have noticed over the last week that you have responded to customers within 24 hours"
- The outcome "...that meets our metrics"
- The impact on the you or the business "... and this meets our needs of our customers and the sales people who follow up with them"

## Pro Way Development

Pro Way Development is your outsourced Human Resources department. Our services include:

- Clear, concise employee handbooks that address employee questions and concerns, and get them on the same page
- Training to increase employee skills
- Advice on policies and practices to stay compliant
- Consulting services to manage employee relations issues

## We Can Help!

Many companies have turned to Pro Way Development to help them with training and development including how to give and received effective job performance feedback.

### We offer cost effective courses on:

- Communication for Clarity
- Conflict Management
- Dealing with Difficult Behavior
- CT Required Harassment Prevention for Managers
- No Fear Feedback
- Successful Presentation skills
- There is no I in Team

## Start with a Complimentary Business HR Assessment

An HR assessment is a tool that Pro Way Development has used with many employers to confirm they are providing an environment where their employees can thrive, and subsequently, make a significant difference in their bottom line.

### The benefit?

**Employees enjoy increased job satisfaction and productivity leading to a better bottom line!**

Thank you for thinking of Pro Way Development for your HR and Training needs.

Sincerely,

*Laura Jacob*

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## About Laura Jacob

Laura works with companies to ensure that their business plan includes a plan to hire, manage and motivate employees to drive growth. In addition to holding degrees in Psychology and Industrial Relations, Laura is certified as a Professional in Human Resources and a 6 Sigma Greenbelt.

