

# Effective Performance Conversations

## Clarity, Feedback, & Recognition

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*A practical, high-impact microtraining for supervisors, managers, and leaders.*



# Overview

## Topics covered

- Why Performance Conversations Matter
- How to Lead Effective Performance Conversations
- Delivering Feedback That Lands
- Recognizing and Celebrating Wins
- Practice Activity
- Closing & Commitments

# Why Performance Conversations Matter

 Clarify Expectations

 Strengthen Trust

 Reduce Future Ambiguity

 Reinforce Accountability & Morale



# How to Lead Effective Year-End Conversations

## Reflect on the Performance Together

"What are you most proud of since our last performance conversation?"

## Review Outcomes and Expectations

Use facts, examples, and agreed-upon goals, not opinions.

## Explore Growth Areas

"Are there areas of growth you can identify based on your goals?"

## Align Future Priorities

"What are your top focus areas for next quarter?"

## Leader Techniques

Use two-way dialogue



 Focus on behaviors, not personality

Ask reflective questions



Ground the conversation in clarity and shared understanding



# Delivering Feedback That Lands

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(Even When It's Hard!)

# Be CLEAR with your Feedback

**C**ontext: don't avoid, prepare.

**L**abel the Behavior: Keep tone neutral and calm

**E**xplain the Impact: Why it matters

**A**sk for Perspective: Invite their voice

**R**eset Expectations: Define next steps



# Tips for Hard Feedback

Don't avoid,  
prepare

Keep tone  
neutral and  
calm

Focus on the  
future, not past  
frustrations

Give concrete  
examples, not  
blurred  
generalizations

Ask if the  
feedback  
resonates and  
is clear

Hard feedback becomes easier when:

Expectations are consistent

Leaders stay grounded

You separate behavior from identity

# Recognizing and Celebrating Wins

## Three Types of Recognition

### Outcome Recognition

Results achieved.

“Your consistency in documentation review decreased errors by 30%.”

### Effort Recognition

Work ethic & resilience.

“I was incredibly impressed by the amount of time and energy you spent on X project.”

### Behavior Recognition

Values alignment.

“Thank you for the empathy you showed your team during peak season.”

Use all three for balanced praise.

# Time to Practice!

- 1: Pair off in groups of two
- 2: Designate Partner A and Partner B
- 3: Partner A deliver balanced feedback to Partner B (1 growth point and 1 item of recognition)
- 4: Partner B deliver balanced feedback to Partner A (1 growth point and 1 item of recognition)
- 5: Discuss how the feedback felt to give and receive



**Thank you!**

# Facilitator's Guide | Effective Performance Conversations

## Training Purpose

Equip supervisors, managers, and leaders with the skills to conduct impactful, balanced, and constructive performance conversations that support growth, and engagement.

## Slide 1 – Title Slide

“Effective Performance Conversations: Clarity, Feedback, & Recognition”

### Facilitator Notes:

- Welcome participants and reinforce that performance conversations are a leadership responsibility—not an HR formality.
- Set the tone: supportive, clear, practical.
- “This training helps you lead conversations that build clarity, strengthen trust, and set the stage for successful.”

## Slide 2 – Overview

### Facilitator Notes:

Walk participants through each section:

1. Why performance conversations matter
2. Leading effective performance conversations
3. Delivering feedback that lands
4. Recognizing wins without overinflating performance
5. Practice activity
6. Closing & commitments

Emphasize the training’s practicality and relevance to supervisors, managers, and leaders.

## Slide 3 – Why Performance Conversations Matter

Clarify Expectations • Strengthen Trust • Reduce Ambiguity • Reinforce Accountability

### Facilitator Notes:

Key talking points:

- People crave clarity.
- Performance conversations reduce anxiety by setting shared expectations.
- These discussions directly influence retention and morale.

Ask: “What happens to your team when expectations get fuzzy?”

# Slide 4 – How to Lead Effective Performance Conversations

## Facilitator Notes:

Reinforce the leadership techniques shown on the slide:

- Use two-way dialogue.
- Focus on behaviors, not personality.
- Ask reflective questions.
- Ground the conversation in clarity.

Teach the built-in 3-part flow:

1. **Review** outcomes, expectations, achievements, challenges.
2. **Reflect** – ask for their perspective first.
3. **Refocus** – align on priorities.

Highlight the danger of recency bias (managers overweighting the last 30 days).

# Slide 5 – Delivering Feedback That Lands (Even When It's Hard!)

## Facilitator Notes:

Transition by saying:

“Clear, kind, actionable feedback is the most valuable gift you can give a team member at year-end.”

Prepare participants for the CLEAR model on the next slide.

# Slide 6 – CLEAR Feedback Model

## Facilitator Notes:

Walk through each element:

- **C – Context:** Don't avoid. Prepare.
- **L – Label the behavior:** Neutral tone. Fact-based.
- **E – Explain the impact:** Why the behavior matters.
- **A – Ask for their perspective:** Invite dialogue.
- **R – Reset expectations:** Define next steps.

Prompt:

“Feedback is a dialogue, not a download.”

# Slide 7 – Tips for Hard Feedback

## Facilitator Notes:

Talk through and reinforce the slide's visual content:

- Focus on the future, not past frustrations.
- Give concrete examples.
- Don't avoid—prepare.
- Keep tone neutral and calm.
- Ask whether the feedback resonates.

Use facilitator notes from the PDF:

- Expectations must be consistent.
- Separate behavior from identity.
- Avoid emotional stacking.

Ask:

“What makes feedback difficult in your environment?”

## Slide 8 — Recognizing and Celebrating Wins

Facilitator Notes:

Explain the three recognition types:

1. **Outcome Recognition** (results)
2. **Effort Recognition** (work ethic, resilience)
3. **Behavior Recognition** (values-aligned actions)

Reinforce the balanced approach and its importance.

Call out visuals on slide 8:

- Examples of each type shown directly under each category.
- Ask audience for examples of each type of recognition.

## Slide 9 — Practice Activity

Facilitator Notes:

Walk through the steps exactly as the slide describes:

1. Pair off.
2. A & B assigned.
3. A gives 1 growth point + 1 recognition item.
4. B repeats.
5. Reflect on how it felt.

Coaching tips:

- Ensure balanced tone.

- Remind participants not to “sugarcoat” nor “dump.”
- Keep feedback grounded in the CLEAR model.

## Slide 10 – Thank You

### Facilitator Notes:

Close by reinforcing the 3 pillars of the training:

- **Clarity** is kindness.
- **Feedback** is a leadership responsibility.
- **Recognition** must be specific, aligned, and grounded.

Invite final commitments:

“How do you plan to prepare for, and carry out, performance conversations?”