



MPV_COMA
Communication
and Managerial
Skills Training
Seminar 5

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Content

- Feedback at workplace
- Performance appraisal

Negative feedback in the workplace

- <https://www.youtube.com/watch?v=1AtT8a1EJ6k>

How to give negative feedback in the workplace

- Get your emotions under control
- Find a private place
- Consider timing
- Focus on the actions, not the person
- Be direct
- Describe specific behaviours
- Stop talking and seek confirmation
- Reaffirm your faith in the person
- Define positive steps, provide possible solutions and be goal orientated
- Document the feedback for future

Negative feedback in the workplace

- Employee termination scenario

Performance appraisal

- Role play “Underperforming young graduate” (Cox and Dufault, 1996)

Performance appraisal

- Fixing performance problems
- <https://www.youtube.com/watch?v=OIXJ7xRU4K4>

Performance appraisal

- Fixing performance problems:
 - Clarify
 - Explain
 - Discuss
 - Agree
 - Review

Performance appraisal

- Role play “Eager but having behavioral problem” (Cox and Dufault, 1996)

Performance appraisal

- Employee development
- <https://www.youtube.com/watch?v=ym7t33WPb9s>

Performance appraisal

- Employee development
 - Aspirational
 - Interests
 - Measurable

Performance appraisal

- Role play “Development needs analysis”
(Cox and Dufault, 1996)



Thank you for attention!