



SPECIALISTS IN
PERFORMANCE
MANAGEMENT

FREQUENT FEEDBACK

*Because
conversations
matter!*

*A light touch alternative to typical
Performance Management
systems*



Turning experts and professionals into great people managers
www.3cperform.co.uk 3C Associates Ltd

Wouldn't it be great if...

Managers had feedback and coaching conversations with their team all year round – and not just at appraisal time?

because conversations matter!

Wouldn't it be great if...

Performance Management became a golden thread of conversations through the year ensuring everyone knew what they were meant to be doing and how they were meant to be doing it?

*because
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matter!*

Wouldn't it be great if...

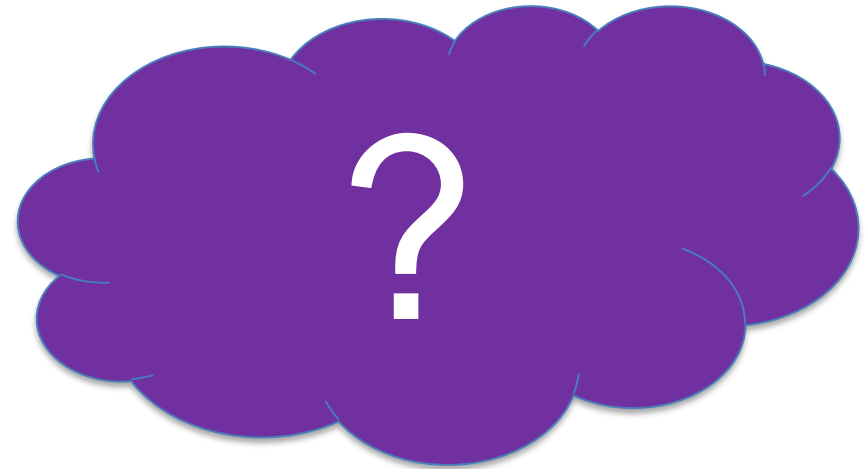
You knew, at the very least, how much coaching and feedback was going on and who was getting missed out...

*because
conversations
matter!*

We see that...

Even when managers have had good training in coaching skills they...

...struggle to find the words to use in
specific situations





We see that...

Even when managers have had good training in coaching skills...

...regular 121s quickly become
about tasks or operational
problem solving

$$7\left(\frac{2}{7} + 3x\right) = 7(5)$$

$$7 \cdot \frac{2}{7} + 7 \cdot 3x = 7(5)$$

Now, it's
like before!

$$\begin{array}{r} 2 + 21x = 35 \\ -2 \quad -2 \\ \hline 21x = 33 \end{array}$$

ditch the 2

$$21x = 33$$

$$\frac{21x}{21} = \frac{33}{21}$$

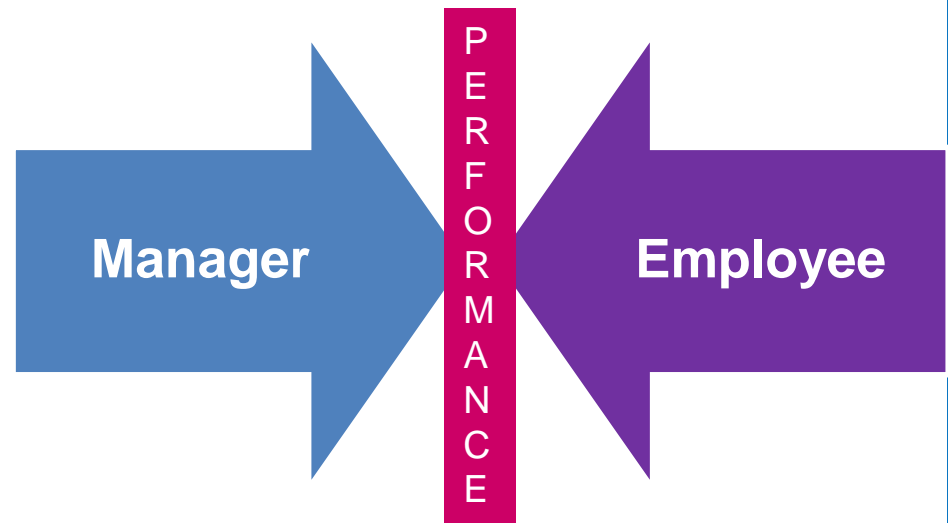
ditch the 21

$$x = \frac{33}{21} = \frac{11}{7}$$

We see that

Even when managers have had good training in coaching skills they...

...fail to separate out their role in managing performance from the employee's responsibility to own their performance



Great conversations take two people

Manager owns feedback and coaching

Manager's role is to

- give employee feedback on how they are doing
- provide coaching advice and guidance on how to improve their performance
- make clear what is expected in the next 3-4 months

Employee owns performance and development

Employee's role is to

- self assess and take responsibility for their performance
- listen to feedback
- engage with coaching
- write up manager feedback and expectations (e.g. for next 3-4 months), and add any development actions

So we developed Frequent Feedback because...



- well I guess the essence is – we wanted an approach that offered actual coaching advice for managers, as they need it, when giving feedback to their people
- we know you need your managers to USE those COACHING SKILLS
- we couldn't find what we wanted in the market – the typical apps are all empty templates and very unstructured, while the traditional performance management systems are cumbersome, and also only offer empty templates
- you told us you needed to enable and promote the fresh new approach of a golden thread of conversations running through the year, as well as more traditional annual cycles of performance management
- but mostly we developed it...

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This is the bit where we give you some hints of what it looks like ...

- but actually - just jump straight to the video which shows you the core idea of managers getting the advice they need – there’s a link on the next slide...
- when you’ve had a look - we COULD ask you to flick through lots more slides until you find the variation that you think might match your needs...
 - **we’d rather you get real answers without the guess work** - you can see the full approach with an on-line demo – it takes about twenty minutes – you can have a good look at Frequent Feedback and get quick, honest answers to your ‘must have or must do’ questions
- and when you come on a demo - we will share our experience of how the focus of managing performance is all about the conversation and not about filling in forms...

*because
conversations
matter !*

Take a look at the demo...



<https://3c-performance-management.co.uk/frequent-feedback/>

Now **contact us** to book your demo – and see the whole thing

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*because
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Talk to us – you are in great company...



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