




Driving Relationships to Improve Performance (D.R.I.P.)


Kelly Irons, developUs

The slide has a white background with a decorative header bar at the top, split into orange and blue sections with grid patterns. The title 'Driving Relationships to Improve Performance (D.R.I.P.)' is centered in a black, sans-serif font. Below the title, the name 'Kelly Irons, developUs' is centered in a smaller black font. In the bottom left corner, there is a small version of the ASA Staffing Connect logo.

WHAT DEFINES YOU AS A LEADER

WHAT

HOW

The slide features a dark purple vertical bar on the left side. The title 'WHAT DEFINES YOU AS A LEADER' is centered at the top in a bold, black, sans-serif font. Below the title is a 2x2 grid. To the left of the grid is a vertical double-headed arrow labeled 'WHAT'. Below the grid is a horizontal double-headed arrow labeled 'HOW'. In the bottom right corner, the 'developUs' logo is displayed in a grey, lowercase, sans-serif font.

Types of Leadership



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What We Will Cover

Agenda:

- 1
- 2
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- 5
- 6
- 7



- Diagnosing Employee Needs
- Giving and Receiving Feedback
- Coaching for Performance

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DIAGNOSING EMPLOYEE NEEDS

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At Your Tables...

- Use the Post-It Notes
- List the reasons people don't do what is expected of them
- ONE reason per Post-It Note
- Think of as many as you can
- 5 minutes... GO!



DIAGNOSING PERFORMANCE GAPS



KEY PRINCIPLES

- Diagnosis should be done task by task
- Diagnosis is not a label for the whole person
- Accurate diagnosis is the first step in driving high performance



Your Team: "I wish my team would..."

Does each person on your team:

- KNOW ENOUGH? (What, How, Why?)
- DO ENOUGH? (Are barriers removed? Do they have the resources?)
- FEEL ENOUGH? (Are they engaged? Excited? Understand their impact?)



GIVING AND RECEIVING FEEDBACK



Re: Feedback



"Feedback is a gift, no matter how it's wrapped. People wouldn't tell you if it didn't matter or they didn't care."



On Feedback... Take Good Notes!



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Ways People React to Feedback

Deny

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Delivering Feedback



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COACHING FOR PERFORMANCE

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Best. Coaching. Ever?



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A COACHING CONVERSATION

G
R
O
W
T
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Conversation Starters

- At each flip chart, list a question that starts the conversation
- Rotate through flip charts
- Indicate your favorite question
- Add new questions



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Quick Change Act!



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Human Reactions to Being Asked to Change

- What am I going to have to give up?
- I don't have enough resources!
- I feel exposed!
- I need to return to my comfort zone ASAP!

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Commitment to Action

- What I KNOW
- How I FEEL
- What I will DO
- "I wish my team would... and MY RESPONSIBILITY in that is..."

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THANK YOU!

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