

Adaptive Performance Management™



Getting the most out of your people takes an inspiring leader and a skilled coach and manager.

Not only do you need to manage each person on your team a little differently based on their personality type, you need to manage the same person differently based on their level of skill or motivation in a particular area.

Adaptive Performance Management™ is Signature's newest program, created to provide leaders with the knowledge, skills and practice to identify when their employees need close supervision and direction and when they simply need to be empowered to excel.

This is a comprehensive two day program that is not just theoretical but uses real life examples from the participants that concludes with them completing evaluations, reviews and action plans for their teams. They will leave clearly understanding the role of a leader. They will have tools to help them identify behaviors and abilities of their teams and they will have opportunities in class to practice and role play coaching, delivering evaluations and performance reviews, and creating SMART goals.

Signature Worldwide's program will help your managers to:

- Understand how performance management contributes to improved employee performance
- Identify and adapt their styles based on what is most likely to drive results from their team members
- Learn to clearly communicate expectations to employees, and provide frequent and ongoing feedback to ensure maximum performance results
- Effectively write and deliver annual performance reviews

And because **Adaptive Performance Management** is designed to change behaviors for the long term, we have ongoing reinforcement tools that will ensure these new skills become habit with your managers.

Who Should Attend?

- General Managers
- Department Managers
- Directors of Sales
- Regional Managers or Directors
- Corporate leadership

Program Outcomes

- Clear performance expectations
- More confident supervisors and managers
- Consistent communication/feedback delivered to employees
- Highly motivated teams
- Increased sales and service skills
- Lower turnover

"I expected the class to be interesting given the topic, but I didn't realize how many tools I would walk away with to make me a better manager every day. I feel like I was fortunate to go through this training but the real winners will be my employees now that I know more about how to help them be successful!"

— Hotel Director of Sales



Program Outline Highlights

Module 1: Leadership

- Identify the responsibilities of a leader
- Explain how performance management contributes to improved employee performance

Module 2: Desire and Ability Model

- Identify the desire and ability level of employees to determine the best approach for coaching and managing performance
- Adapt development approach for employee based on their desire and ability to perform the task
- When and how to advise, inspire, supervise or empower

Module 3: Expected Behaviors

- Identify Expected Behavior levels for each employee – Examples might be communication, goal setting, teamwork. Within each area, specific behaviors that would fall above or below standards are identified.
- Introduction of the SARS feedback method – Situation, Action and Results – in order to facilitate more effective and more comfortable feedback conversations – both positive and developmental.

Module 4: DiSC

(Optional – this adds an additional ½ day to the training)

- Understand natural sales styles and their impact on communication
- Adapt development approach to match an employee's natural sales style

Module 5: Development Approach

- The 90 Day Development Approach Worksheet ties the previous four modules together to give a comprehensive outlook and planning tool for individual personnel action plans.

Module 6: Introduction to Performance Evaluation

- Describe the Performance Management Cycle
- Complete the steps within the Performance Management Cycle

Module 7: Planning and Setting Expectations

- Create S.M.A.R.T. goals and objectives based on the employee's past performance, skill level and motivation level.

Module 8: Evaluation Results

- Evaluate employee performance to identify development opportunities
- Identify tools such as Performance logs, peer reviews and other data to effectively provide relevant annual feedback to employees

Module 9: The Performance Evaluation Session

- Create an outline for the performance evaluation session
- Identify materials needed to prepare for the performance evaluation session
- Tips on delivery

Module 10: Mock Performance Evaluation Session

- Apply everything learned in modules 1-9 to deliver an effective Performance Evaluation
- Identifying next steps once leaving the classroom to execute development plans

Expected Employee Behavior	Desire/Ability Analysis	Objective/Desired Result
Behavior – Goal Oriented Employee Areas of Opportunity Does not set specific tactical goals Does not repeat activities that lead to past success	Current Employee Status: Low Desire/High Ability Adaptive Management style – Inspire <ul style="list-style-type: none"> • Provide clear expectations & goals • Assign tasks to achieve quick success • Provide frequent feedback/praise • Support by motivating and instilling confidence • Identify and remove roadblocks 	Establish weekly goals for email solicitation, telephone prospecting and inside appointments Conduct one (1) monthly email campaign to targeted prospects and past customers Desired results of emailer – 10 leads, 3 appointments, 1 booking End of 90 days – demonstrate consistency in meeting goals (5 weeks in a row)