

# EPS

## Your ally in making the advice to "give feedback early and often a REALITY throughout your organization

We provide the tools and training to turn feedback from a daunting challenge into an opportunity for growth and collaboration.



e employee  
p performance  
s solutions

*because your employees are your business*

### The Feedback Dilemma: Reality vs. Expectation

#### The Goal

Feedback should continue throughout the year, with annual reviews summarizing these regular conversations.

#### The Reality

Only about 6% of managers excel in honest feedback, leaving employees uncertain about their progress.

#### The Issue

Providing feedback is complex and uncomfortable, compounded by a lack of time, skills, and fears of negative reactions or strained relationships.

**Providing feedback doesn't come naturally.**

**But fear not—these skills can be learned.**

### Master Feedback with EPS

#### EPS, Your Partner in Amplifying Performance Management and Feedback Skills Throughout Your Organization

We specialize in making feedback accessible to everyone. Our training modules and easy-to-implement process empower managers and team members to engage in impactful, two-way conversations.

#### Why Us?

##### No-Nonsense Training: Get Practical Tools You Can Use Right Away

Skip the fluff—our training delivers real-life tools you can apply immediately, ensuring practical, actionable skills.

##### Focused Expertise: Specialized Performance Conversation Training

In a sea of countless training providers offering a broad range of topics, we stand out by specializing in performance conversations and offering expert, targeted training that delivers immediate results.

##### Everyone Deserves Clear, Honest Feedback: Tools and Skills for Open, Non-Critical Discussions

We provide managers and employees with tools to ensure frequent, honest feedback about performance and growth.

##### Science-Backed: Transforming Feedback with Neuroscience and Appreciative Inquiry

Our approach combines neuroscience and Appreciative Inquiry with 20+ years of experience to enhance communication between managers and employees.

##### Customized Solutions: Aligning Training with Your Objectives

We work with you to tailor our training to your needs, integrating it seamlessly with your goals and existing processes.

Get in touch



[jamie@employeeperformancesolutions.com](mailto:jamie@employeeperformancesolutions.com)



+781-752-5716



[employeeperformancesolutions.com](http://employeeperformancesolutions.com)

# OFFERINGS

EMPLOYEE PERFORMANCE SOLUTIONS

e | s employee  
p | s performance  
solutions

*because your employees are your business*

## OUR SERVICES

### Manager Training

We equip managers with clear, actionable tools to assess performance fairly and provide direct and well-received feedback. Our approach takes the guesswork out of what to say, offering “hearable, sayable wording for addressing performance issues without triggering defensiveness. Managers also learn to give high-quality, motivating feedback that highlights strengths and reinforces the value of each team member.

### Inclusive Manager-Employee Performance Conversations Training

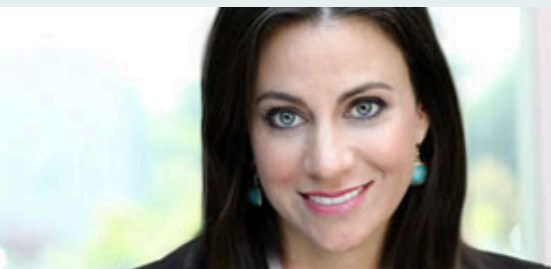
In Part 1, team members learn to seek feedback proactively, revealing strengths and boosting effectiveness, lightening the feedback responsibility on managers. Part 2 offers managers tools for clear, non-defensive feedback, helping address challenges without tension and keeping performance discussions forward-focused.

### HR and Talent Support

We partner with HR and Talent teams to modernize performance management, moving beyond annual reviews to a continuous model. Offering flexible support, we help implement or refine processes, including rating-free performance assessments. Our customized tools and training align with your organization’s performance management approach, ensuring seamless integration and lasting impact.

## CLIENTS & PROGRAMS

- **TRAINING AND CLIENT FEEDBACK**....3
- **EMPLOYEE + MANAGER TRAINING**....4
- **MANAGER TRAINING**.....5



*Get in touch to learn more*

**Contact Jamie Resker, Founder and Practice Leader**

✉ [jamie@employeeperformancesolutions.com](mailto:jamie@employeeperformancesolutions.com)

☎ 781-752-5716

**EMPLOYEEPERFORMANCESOLUTIONS.COM**



## OUR TRAINING



### Experiential and Easily Customized

Workshops are focused, interactive, and matched to your organization's needs, existing initiatives, and culture.



**Facilitation Options** On-site and interactive live virtual.



**Quickly applied** All content is hands-on, providing the skills, tools, and practice for immediate and sustained use.



**Focused on small actions with big impacts.** Uncomplicated and intuitive steps to engage in performance-boosting conversations.



**Learn, Try, and Apply** Training is designed to introduce a concept, try and apply it individually, discuss and share the experience in 1:1 and small group breakout rooms, and whole-group debriefs.



**Ready to Implement** Participants receive templates with instructions and assignments to apply the learnings into action.

## CLIENT FEEDBACK

- "No one teaches you what to say and how to say it when you become a manager. It's assumed that you're having the right conversations. I like this roadmap."
- "Excellent program because I'm walking away with new tools to get constructive feedback on my terms."
- "This is a recipe for correcting problems in the right way—no more guesswork in what to say and how to say it."
- "Finding an active role for the employee during performance discussions makes a difference. I no longer feel like it's all on me to initiate feedback and direction. The 10-Minute convo makes the process collaborative and a shared partnership."
- "Very informative and inventive...easy ideas to apply that will help me be honest with my staff about performance tweaks in a way that doesn't kill their motivation."
- "We've been training our managers on this program for over eight years. As a state agency, we require annual performance reviews, but this program guarantees conversations happen throughout the year."

Get in touch to learn more

Contact Jamie Resker, Founder and Practice Leader

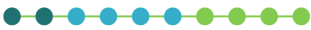
[jamie@employeeperformancesolutions.com](mailto:jamie@employeeperformancesolutions.com)

781-752-5716

[EMPLOYEEPERFORMANCESOLUTIONS.COM](http://EMPLOYEEPERFORMANCESOLUTIONS.COM)







## Conversations to Accelerate Performance and Potential

### Inclusive Workshop to Align Managers and Team Members

Welcome to our Collaborative Manager Employee Performance Feedback Workshop. Unlike traditional feedback programs that focus solely on managers, our workshop empowers everyone—ensuring that both managers and employees can give, receive, and share feedback meaningfully.

## Part 1: Taking Charge of Your Performance and Professional Development

### Empower Everyone to Self-Manage Their Performance and Potential

Learn how to have open, two-way feedback conversations. This means no more waiting around for feedback or putting all the responsibility on managers. Instead, everyone is empowered to ask the right questions to discover their strengths, understand their positive impact, and identify areas for development while clearly communicating their growth goals.

▶ **Target Audience:** Everyone—managers and team members come together



### Learning Sections 1—4:

1. **Ask the Right Questions for Instant Feedback:** Stop waiting—start asking. Use targeted questions and the 10-Minute Questions template to gain insights into your strengths and areas for enhancement.
2. **Self-Reflection for Growth:** Utilize our Employee Performance Continuum for actionable insights into your strengths and development areas.
3. **Professional Development Goals:** Define and communicate your career and growth objectives with the Career Pattern model.
4. **Share Your Appreciation With Positive Feedback:** Feedback isn't just for managers. Learn how to give specific, impactful feedback that boosts confidence and strengthens relationships with anyone you work with.



### Key Takeaways:

- **Active Participation** Employees take charge of their performance and development.
- **Collaborative Approach** Prepares managers and team members for productive conversations beyond routine tasks.
- **Immediate Application** Leave with tools you can use immediately to enhance team collaboration.

## Part 2: Performance Feedback Tools and Training for Effective Performance Discussions

### Essential Skills and Tools to Empower Managers to Address and Resolve Issues

After completing Part 1, Managers dive deeper, gaining advanced strategies to address performance issues, deliver clear and effective feedback, and handle tough conversations without triggering defensive reactions. Using tools like the Root Cause Analysis and Turnaround Method, managers will feel confident navigating any challenge and aligning feedback to keep everyone on track.

▶ **Target Audience:** Managers at all experience levels. New managers will gain foundational skills in delivering constructive feedback, while seasoned managers will discover advanced techniques.



### LEARNING SECTIONS 5—8:

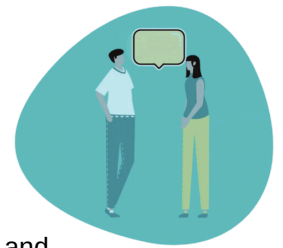
5. **Speak Up, See Something, Say Something:** Confidently navigate tough conversations with non-threatening wording techniques.
6. **Personalize Feedback for Each Team Member:** Use the Performance Content Planner to give personalized, motivating feedback.
7. **Resolving Employee Performance Issues:** Address challenges with the Root Cause Analysis, focusing on facts and solutions.
8. **Know Exactly What to Say:** Use the Turnaround Method to deliver direct feedback without triggering defensiveness.



### TAKEAWAYS:

- **Communicate Effectively** Give clear, actionable feedback without provoking defensiveness.
- **Fresh Perspective** A new approach to handling performance issues and avoiding pitfalls.
- **Diagnose and Resolve** Equip managers to tackle any performance challenge, big or small.
- **Tailored Feedback:** Deliver personalized feedback that drives growth.





## PERFORMANCE FEEDBACK MANAGER TRAINING

### Essential Skills and Tools to Empower Managers to Provide Performance Feedback

Performance feedback is one the biggest challenge managers face. We tell them to “give feedback early and often,” but most hesitate—unsure of what to say, when to say it, or how to avoid defensiveness. This hesitation leads to missed opportunities, unaddressed performance issues, and employees left in the dark. *Our Performance Feedback Manager Training bridges this gap by equipping managers with practical tools, frameworks, and skills to confidently lead meaningful, growth-focused conversations.*

**Target Audience**—Managers at all experience levels. New managers will gain foundational skills in delivering constructive feedback, while seasoned managers will discover advanced techniques.



### Learning Sections

#### 1. In-the-Moment Feedback:

##### See Something, Say Something

Avoid letting minor issues grow into more significant problems. Learn to address an issue early with simple, non-confrontational techniques encouraging open dialogue.

#### 2. Assess Performance Without Ratings:

##### Analyze Performance to Create Impactful Feedback

Learn to use our visual model, The Employee Performance Continuum, to understand performance as the combination of Work Results + Observed Behaviors. Identify strengths, growth opportunities, or improvement areas.

#### 3. A Simple Formula for Positive Feedback:

##### Personalized and Impactful

Specific, genuine appreciation boosts confidence and performance. Learn a three-step formula to share impactful feedback that highlights strengths and reinforces positive contributions.

#### 4. Resolving Performance Issues:

##### A Fair, Structured Approach

Apply the Root Cause Analysis steps to accurately clarify and understand off-target performance—whether related to work results, behavior, or both—by focusing on facts, uncovering patterns, and eliminating bias or assumptions.

#### 5. Know Exactly What to Say:

##### Be Direct Without Triggering Defensive Reactions

Use the Turnaround Method to translate performance gaps into actionable, forward-focused expectations. Once the performance issue is clarified, craft actionable, forward-focused feedback using non-confrontational language that resonates. Avoid criticism by focusing on what the employee can do moving forward.

#### 6. 10-Minute Questions Conversation:

##### Conversations that go beyond tasks and projects

This collaborative, two-way framework brings it together, ensuring managers and employees align on strengths, growth opportunities, and actionable next steps.



### Key Takeaways:

- **Craft Personalized Feedback:** Have the tools and confidence to create individualized feedback for each team member, recognizing their unique strengths, contributions, and areas for growth or improvement.
- **Master Impactful Wording:** Develop the skill to choose wording that makes a positive impact, ensuring it is both sayable and hearable, fostering acceptance and understanding by the recipient.
- **Highlight Value and Positive Impact:** Support team members in recognizing the value of their work and the positive impact they bring to the team, creating a culture of appreciation and acknowledgment.
- **Address Performance Issues in Real Time:** Enable managers to address issues at the moment, providing timely feedback that helps employees course-correct and improve performance on an ongoing basis.
- **Manage Long-Term & Complex Performance Issues:** Equip managers to handle longer-term performance issues that have developed into patterns, facilitating constructive conversations focusing on future expectations rather than dwelling on the past.
- **Minimize Defensive Reactions:** Learn the brain-based trick for choosing wording that reduces defensive reactions, especially for problematic behavior, ensuring that feedback is received with openness and a constructive mindset.