

Conducting Effective Performance Reviews

Most performance reviews fail long before anyone sits down in the room — not because managers don't care, but because they haven't been given a structure that holds up under pressure.

We've identified four capabilities that separate reviews people dread from reviews people value. Managers who use them consistently run conversations that build trust and lift performance, rather than damage both. The four capabilities are:

- 🔥 Preparing with purpose: Gathering fair evidence and setting the right tone before the conversation starts
- 🔥 Delivering feedback that lands: Saying the hard things clearly, kindly, and without ambiguity
- 🔥 Co-creating goals: Building real commitment by involving the person in shaping their own plan
- 🔥 Managing the moment: Staying steady through defensiveness, emotion, or silence

This programme, Conducting Effective Performance Reviews, focuses on the first two capabilities: preparing with purpose and delivering feedback that lands. We'll provide you with practical frameworks and language you can apply in your very next review.

Target Audience

The audience for Conducting Effective Performance Reviews is first-time and experienced people managers, team leaders responsible for formal reviews, and anyone who finds review season more stressful than it needs to be.

Programme Purpose

The purpose of Conducting Effective Performance Reviews is to give managers the confidence and tools to run review conversations that are fair, clear, and genuinely useful — turning an annual formality into a real driver of performance and trust.

Programme Objectives

Upon completion of this session, participants will be able to:

- 🔥 Prepare for a review using fair, well-rounded evidence
- 🔥 Structure a feedback conversation that is heard, not defended against
- 🔥 Deliver both positive and difficult feedback clearly and kindly
- 🔥 Co-create goals the other person genuinely owns
- 🔥 Respond steadily to defensiveness, emotion, or pushback in the room
- 🔥 Document reviews that are fair, accurate, and useful for follow-up
- 🔥 Build a follow-up rhythm that carries the review's impact through the year