



*Sheena
Walker*

Ten Shades of
Sheena

Super Performance

01) **Don't Procrastinate – give fast forward feedback**

Act Now. If you are unhappy with performance, act while it can still be turned around. No surprises. Leaving it reduces staff performance

02) **See its Importance**

See that what you will do will tangibly benefit the individual's future. The performance improvement that comes from it could be the making of them

03) **Set Rainbow Goals**

Stretch Targets good, having a layered approach

04) **Don't Assume**

05) **You may think you know, but try to suppress that with some inquisitiveness**

06) **Make sure they Understand**

They need to see the gap in order to validate it. Discuss the nature of the performance difference and its implications and future benefits

07) **Make them feel Valued**

Help them understand the importance of what they are doing. Explain how performance in this area can lead to greater things

08) **Give Continuous Support**

Use every opportunity to praise what they are doing right. If you are supportive, you can be comforted should it reach an untenable position that you did all that you could

09) **Performance, not the Person**

Deal with the behavior not the person. Make it personal and you're on dangerous ground. Dislocate the performance from the person and then they can work on it too

10) **Deal with single, not multiple behaviors listen to them Focus on things something can be done about. Prioritize your requests and focus on the most important**



Contact Sheena Walker (B.A.) @ 075 88 645 702
www.pitchperfectguru.com