

# Virtual performance reviews

A 90-minute webinar

## Overview

For many managers, performance reviews can be challenging to get right at the best of times.

And these are the worst of times.

So what do we need to think about differently when conducting performance reviews remotely? How are the issues, the dynamics, the techniques any different?

This session combines a reminder of some of the key skills for holding effective performance reviews with advice and checklists on the key differences when holding sessions remotely.

## Learning objectives

- Understand what's different about a remote performance review
- Learn how to plan accordingly
- Refresh your EI skills and remember to use them appropriately
- Be prepared to talk about sensitive issues
- Refresh your coaching skills and remember to use them appropriately
- Be aware of the impact of the technology
- Know what to plan for

## Audience

Anyone with responsibility for managing staff – or with responsibility for advising managers:

- HR professionals
- Line managers

## Special feature

This programme can be tailored to particular settings and, especially, organisation-specific performance review processes and models.

## Expert trainer

This programme was designed and is delivered by **Rosanne Bernard**, our lead trainer in this area. See her profile [here](#).

## Webinar outline

### 1 The same – but different

- Basic principles are just the same
- It's a cycle
- Preparation is as important as ever
- But there are different challenges now

### 2 Reviewing performance in times of change

- Changing priorities and KPIs
- Reduced visibility of performance
- Agreeing measures on output, not input, and based on new ways of working
- Trust, transparency, objectivity and fairness

### 3 Key skills for virtual performance reviews – using your emotional intelligence remotely

- A reminder of the key EI skills and principles:
  - Recognising and understanding other people's emotions
  - Developing sensory acuity – the ability to read non-verbal signals
  - Using empathy to understand how they might be feeling
  - The importance of interpersonal skills when working remotely
  - Asking genuine and sincere questions
- What's different about using these skills and principles remotely?

### 4 Key skills for virtual performance reviews – talking about sensitive issues remotely

- We're all having to talk more about wellbeing and mental health – but are we doing it well?
- Understanding and managing emotional reactions in others
- Managing your own emotions
- How to give effective, constructive feedback

### 5 Key skills for virtual performance reviews – using your coaching skills remotely

- A reminder of the key coaching skills:
  - Building trust and rapport
  - Active listening
  - Effective questioning
  - Direct communication
- What's different about using these skills remotely?

### 6 Key skills for virtual performance reviews – using the technology

- The three channels of communication
- How they differ when used remotely, compared with face-to-face
- Remote rapport

### 7 Round-up

- Questions and challenges
- Checklist – dos and don'ts
- Putting it into practice

For a no-obligation discussion about running this session for your organisation on an in-house basis, just give us a call on **01582 463462**.