

Performance refocus conversations

Poor performance is often a 'will' issue, not a 'skill' one. Because mindset conversations can feel confronting, many leaders will tolerate the problem instead of addressing the real cause.

Our **performance refocus conversations** are built for 'will' issues; team members who **can** change but are choosing not to. They're used for small to moderate behavioural problems that are starting to impact culture or performance.

These refocus conversations come after you've already observed, coached, and reviewed performance multiple times; when the message is clear, but the behaviour still hasn't shifted.

Key components

- Leading performance through behaviour
- Effective goal setting
- When to have **refocus conversation**
- Demonstrate the core elements of a **refocus conversation**
- What to do when behaviour has changed, but performance hasn't

WHAT THE NUMBERS SAY

Absenteeism costs the Australian economy more than **\$33 billion** in wages and lost productivity every year

86%

of employees and executives cite the lack of effective collaboration and communication as the main causes for workplace failures

Australian managers spend approx.

12%

of their time correcting others' mistakes

46%

of new hires fail in the first 18 months, and of those new hires,

89%

fail for reasons associated with attitude

28%

of employees cite poor communication as the reason for not being able to deliver work on time

Delivery options



- 1- or 2-day face-to-face workshops
- 4 x 3-hour spaced-and-paced virtual workshops

