



## *Performance Management Quick Reference Sheet*

# **Performance Agreements and Informal Conflict Management**

For many managers, evaluating employees can often be a difficult undertaking. Regardless of the key competencies that need to be acquired or the learning that needs to be done, the discussions very often revolve around your employees' reactions to their performance agreements.

- Would you like to explore effective ways of approaching these discussions with your employees?
- Would you like to learn how to deal with resistance?
- In short, would you like to learn how to make the performance agreement process a more pleasant experience?

The Office of Informal Conflict Management (OICM) has the resources and tools you need.

Coaching is a tried and true method when it comes to learning how to do things differently and acquiring new competencies, and is a real asset in dealing with challenging situations.

Whether you sign up for an individual or a group session, our practitioners can recommend resources and approaches that will leave you feeling better equipped and, most importantly, more confident about facing the challenges of being a manager. While not every manager can become a coach, all managers have the potential to develop a coaching attitude.

Contact the Office of Informal Conflict Management today to take advantage of our services, such as the Performance Management Coaching Program for Supervisors, our WebEx workshops, or a consultation with a practitioner.

