

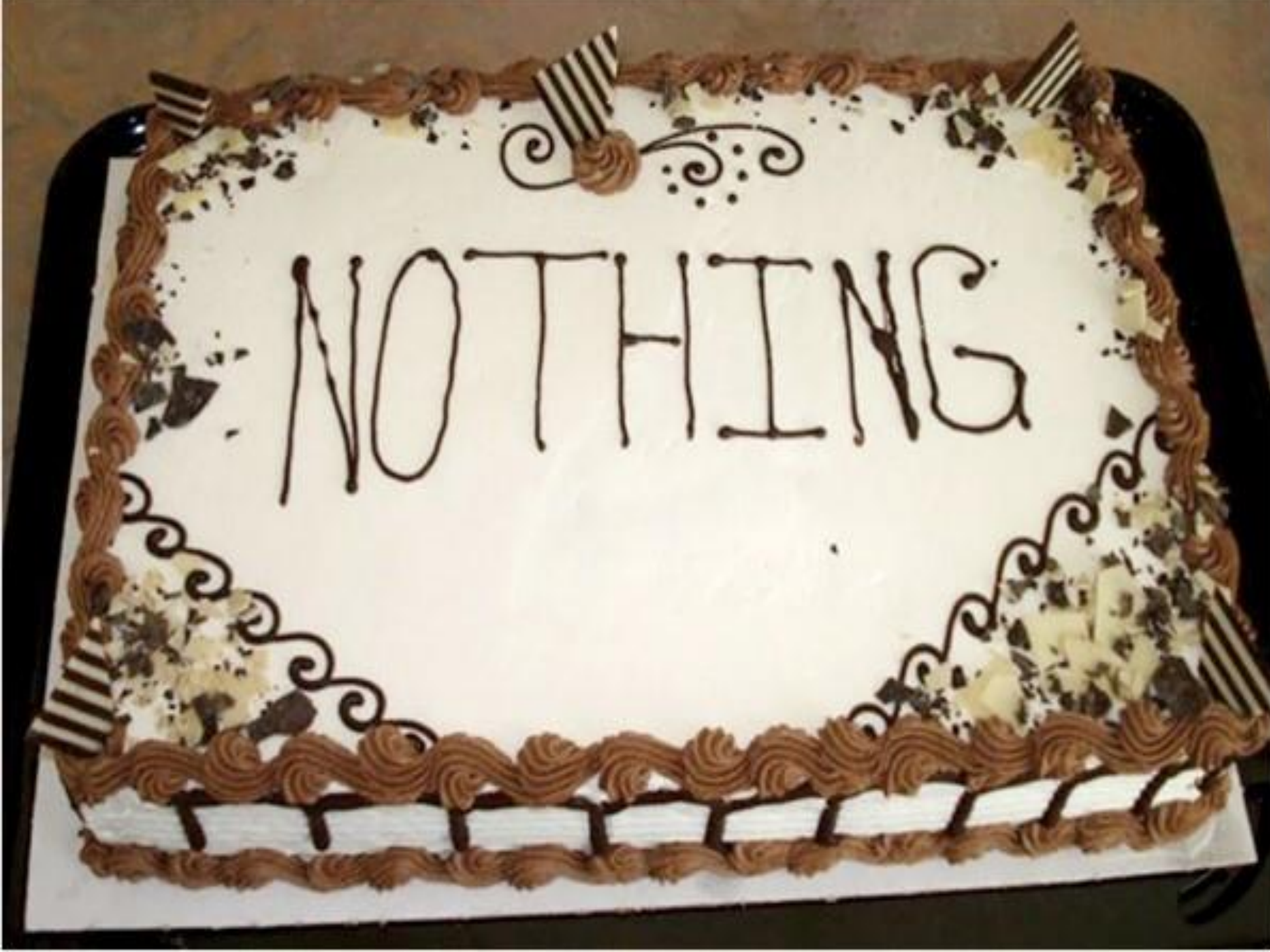
COMMUNICATION COACHING PERFORMANCE




Mary Kummer

Member Services Manager

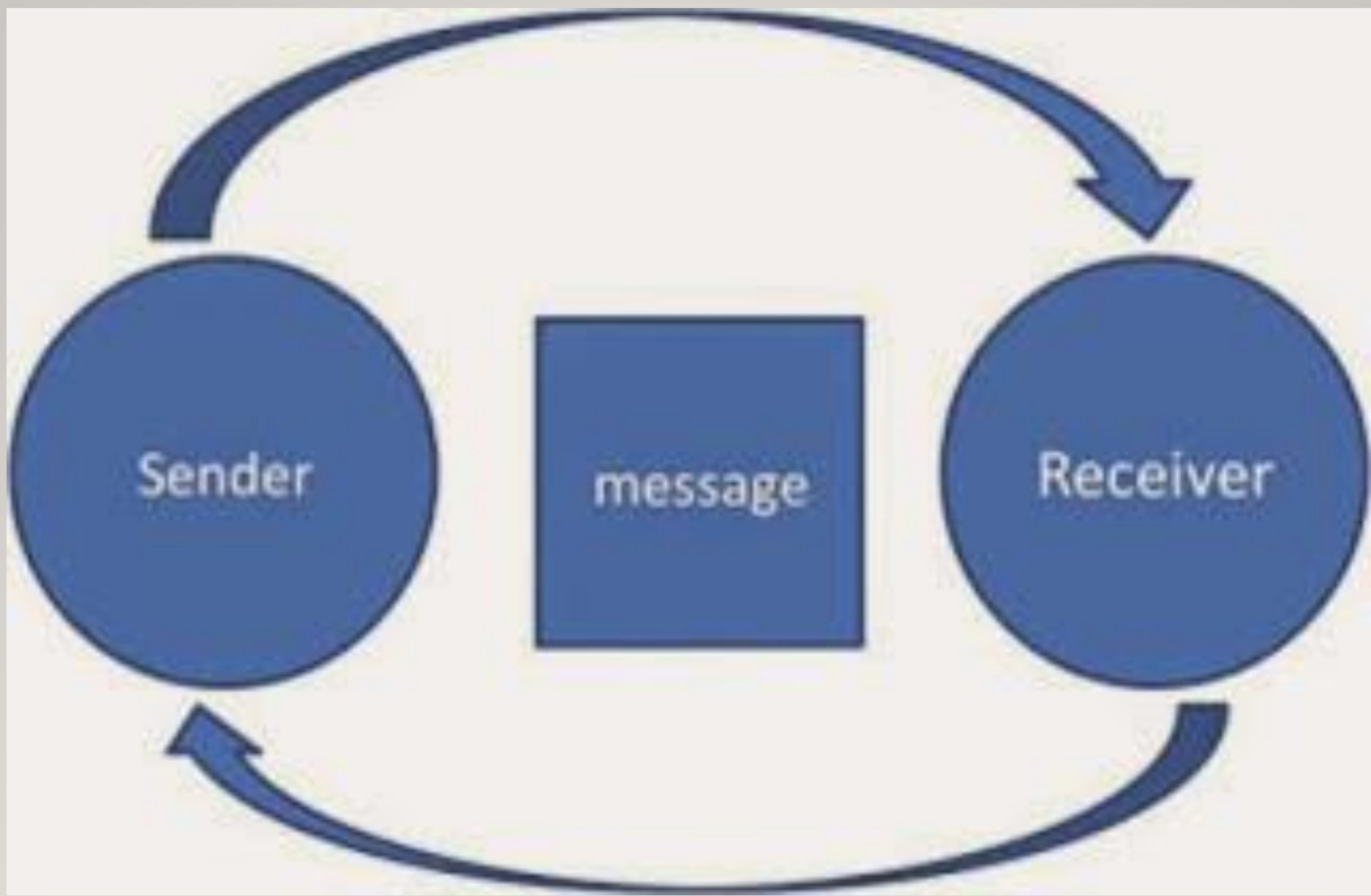
PRIMA Board Member



NOTHING



Congratulation
As Small As Possible



A red pushpin is pinned to the top edge of a yellow sticky note. The note is tilted and placed on a wooden surface.

MESSAGES





Does your agency do employee performance reviews?

- a) Yes
- b) No
- c) Sometimes

A vibrant red flag is shown waving against a bright blue sky filled with soft, white clouds. The flag is attached to a silver pole on the left side of the frame. The text "Red Flag for Supervisors!" is overlaid in the center of the flag in a clean, white, sans-serif font.

Red Flag for
Supervisors!

A photograph of a modern staircase with perforated metal steps and stainless steel railings. A person is running up the stairs, captured in motion. The background shows a multi-level building interior with a brick wall on the right and a white wall on the left. The text "8 Steps to Better Performance" is overlaid on the lower half of the image.

**8 Steps to
Better
Performance**

**Step 1: Let the employee
know your concern**



**Step 2:
Share
observable
behavior**



Step 3: Explain how the problem affects the team



**Step 4: Tell
them the
expected
behavior**



Step 5: Solicit solutions from the employee



Step 6: Convey the consequences



Step 7: Agree upon a follow-up date



Step 8: Express confidence



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