

# Review Right . . . Right Now

*75% of all employees receive an annual evaluation. So why is delivering a review and managing to what has been said so tedious?*

There is a certain, habitual dread that fills the hearts of many managers as the calendar or fiscal year ends. It's performance review time!

A performance review should be a routine occurrence. Ideally, it discusses nothing new; it contains no surprises.

What happens most often? A yearly review document states surprising, unexpected feedback how the employee is *not* meeting expectations.

Why does this happen, especially if 75% of employees receive a review?

The review itself is not the problem. The trouble lies in the bulk of the year's performance conversations: less than 50% of employees agree that someone has talked with them about their progress in the last 6 months.

**Review Right . . . Right Now** tackles the disconnect between the performance review and the remainder of year.

This workshop guides managers and organizations to do the following:

- Acknowledge and approach the performance review process as a yearly cycle,
- Properly structure the review as part of that cycle,
- Learn what to say (and what to document and look for, throughout the year),
- Discover how to say it, and
- Learn how to incorporate professional development into weekly interactions.

**Workshop activities:** 20-minute lectures, video or audio examples, small group discussion, individual and group exercises, and action plan development.

**Workshop size:** 12–18.

**Workshop length:** ½-1 day, depending on client needs and customization. Also available as a 6-session webinar.

**Workshop skill level:** appropriate for all levels of management; it is also ideal for individual contributors in team leadership roles.



## End results include:

- Managers enter the yearly review process prepared to give praise and criticism—with examples ready,
- Managers understand what to do after reviews,
- HR's role in the review process viewed as collaborative and strategic,
- HR's management of the review process is less cumbersome,
- Company resources devoted to growth initiatives,
- Retention improving, and
- Employee engagement—and profits—increasing.

Participants receive comprehensive workbooks and 1 individual follow-up coaching session. Workshop sponsors receive guidance and coaching on implementation best practices and how to translate new behaviors and methods into daily norms.

.....

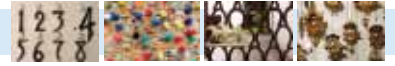
The logo for The Bulling Towne Group, LLC, consisting of the lowercase letters 'bt' in a stylized, serif font.

THE BULLING TOWNE GROUP, LLC

Toll free +1.800.789.8449  
SF Bay Area Office +1.415.744.1991  
Fax +1.415.963.4241  
coach@bullingtowne.com  
www.bullingtowne.com

continued >

**Before you run, you walk. Before you lead, you manage—well.**



## Review Right . . . Right Now

### Sample Outline for 1 Day Workshop

- Introduction: Agenda, Roles, & Expectations and Why Performance Reviews Are a Must for Business, .5 hour
- What Not to Do: High-Risk Yet Common Review Practices, 1 hour
- What a Complete Review Looks Like, .5 hour
- What You Must Say, 1 hour
- How You Need to Say It, 1 hour
- Logistics: It's Not All Talk, .5 hours
- A Coaching Model for Ugly Conversations, 1 hour
- Let's Hear from HR, 1 hour
- Planning and Practice, 1 hour

### About The Bulling Towne Group, LLC

Your organization's leaders struggle to do two things: run a business and manage employees.

Making smart business decisions takes more than concrete experience. It requires courage and competence in addressing individual strengths and ambitions. New managers swiftly learn it is far from straightforward to operate a function and manage people. Experienced managers are reminded of this fact with each "people problem" they tackle.

The Bulling Towne Group helps your leaders accomplish what appears to be clear cut and logical yet often leads to ambiguity and frustration: managing people.

As executive coaches, organizational development experts, and seasoned facilitators, we help leaders, managers, and teams decide what to do and how to do it. We take problems and challenges off the plates of managers.

Our work has been featured in *The Wall Street Journal*, *HR*, *Reuters*, *The Christian Science Monitor*, *Women's Health*, *Heart and Soul*, *SHRM.org*, *The Rotarian*, and *CareerSmart Advisor*.

We are based in the San Francisco Bay Area, and our global facilitation and coaching experience includes working throughout the US and Western Europe. Our clients include Fortune 1000 companies and well-funded Silicon Valley startups. Partners include Littler Mendelson, the nation's largest employment law firm.

### About Leila Bulling Towne, Founder & CEO

Leila Bulling Towne is a seasoned strategist specializing in management and leadership sociology and communication.

As an executive coach, Leila helps busy leaders make strategic business and employee decisions with confidence and a forward-thinking approach.

She hosts her own weekly CBS Interactive video series. In each 3 minute video, Leila captures the essence of today's most pressing management concerns, teaching business leaders how to motivate their teams to profit and productivity.

Leila's radio commentary can be heard on CBS stations nationwide. She is a go-to webinar host for the Society for Human Resource Management.

In addition to workshops and coaching, Leila facilitates executive offsites and delivers conference presentations.

Leila graduated from the University of California at Berkeley with an AB in English and German. She received her MA in English from The Claremont Graduate School at The Claremont Colleges.



THE BULLING TOWNE GROUP, LLC

Toll free +1.800.789.8449  
SF Bay Area Office +1.415.744.1991  
Fax +1.415.963.4241  
coach@bullingtowne.com  
www.bullingtowne.com